

LAMPIRAN

Lampiran 1. Hasil wawancara

1. Bagaimana penerapan sop receptionist di hotel?

Untuk SOP receptionist sudah berjalan dengan baik, mulai dari welcoming guest, recognize member dan check in time tidak melebihi waktu dari 3 menit. Selain itu receptionist perlu menjelaskan beberapa fasilitas hotel dan juga express check out procedure yang sudah berjalan dengan baik.

2. Pernahkah Anda mengalami kendala dalam menjalankan SOP? Jika ya, bagaimana cara Anda mengatasinya?

Pernah ! kendala biasanya muncul ketika ada staff baru yg masih belum begitu paham dengan SOP dari express sehingga diperlukan refreshment training untuk staff baru maupun yang sudah lama agar setiap SOP dijalankan dengan baik.

3. Bagaimana hasil penerapan sop yang dijalankan?

Penerapan SOP sudah sangat baik dijalankan oleh semua staff, dapat dilihat dari hasil Brand Standar Audit yang dilakukan sebelumnya, bahwa semua SOP telah dijalankan dan sesuai dengan Brand Standar dari IHG

4. Apakah Anda memahami SOP yang berlaku di departemen/divisi Anda?

Iyaa, karena sudah menjalani training offline maupun secara online pada aplikasi Merlin milik IHG yg menyediakan materi materi trening yang dibutuhkan dalam operational hotel.

5. Bisakah Anda menjelaskan secara singkat salah satu SOP yang paling sering Andagunakan?

ILEAD adalah SOP yang kita lakukan untuk menangani complaint dari tamu
I = Identify Langkah pertama yang dilakukan adalah mengidentifikasi atau mengetahui kapan kita mempunyai masalah, tidak harus menunggu sampai tamu harus complaint dahulu tp kita bisa melihat atau mengetahui apa saja yg mungkin membuat tamu complaint

L = Listen, berikan perhatian penuh pada tamu, pastikan ketamu bahwa kita benar mengerti apa yang tamu keluhkan dan rasakan dari keluhannya

E = Empathise adalah tunjukan kepada tamu bahwa kita sudah memberikan effort untuk mengerti akan situasi yang dia alami.

A = Apologise, yang artinya bahwa kita sudah mengerti dan mengetahui bahwa tamu sedang kecewa dan memahami siapa yg salah

D = Deliver, berikan solusi dengan memberikan saran maupun Tindakan untuk memberikan kenyamanan dan kepuasan kepada tamu.

6. Bagaimana SOP membantu Anda dalam menjalankan tugas sehari-hari?

Sangat membantu, karena dapat memberikan arahan apa saja yang harus dilakukan pada suatu pekerjaan dan mendapatkan hasil yang di inginkan.

7. Apakah Anda merasa SOP sudah diterapkan secara konsisten di departemen Anda?

Sudah diterapkan dengan baik, dan selalu dilakukan pengembangan sesuai dengan kebutuhan di lapangan.

8. Menurut Anda, apa tujuan utama dari penerapan SOP di perusahaan?

Mempermudah dalam menjalankan suatu tugas atau pekerjaan sehingga hasil yang di dapat sesuai dengan yg di inginkan.

9. Apakah Anda merasa SOP memberikan dampak positif terhadap pekerjaan Anda?

Iyaa, karena sangat membantu dalam pengambilan Keputusan dan efisiensi kerja

10. Jika ada perbedaan antara SOP dengan situasi nyata di lapangan, bagaimana Anda menyikapinya?

Jika ada perbedaan SOP akan dicari tahu dulu penyebab perbedaannya apakah karena staff tersebut blm paham dengan SOP atau ada situasi tertentu yang membuat SOP tidak dijalankan dengan baik agar dapat diambil Tindakan selanjutnya

dengan memberikan refreshment training dan penyesuaian SOP sesuai dengan yang terjadi dilapangan.

11. Bagaimana Anda memastikan bahwa SOP diikuti oleh rekan kerja Anda?

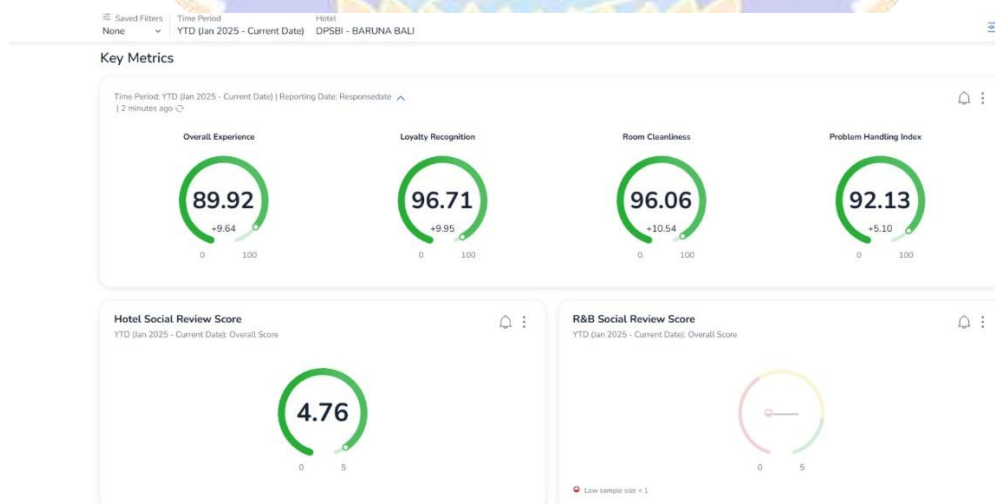
Sesekali leader akan melakukan evaluasi atau pengawasan langsung pada penerapan SOP.

12. Apa yang akan Anda lakukan jika menemukan penyimpangan dari SOP oleh rekan kerja?

Memberitahukan kepada rekan bahwa SOP yg dia lakukan masih menyimpang dan menyarankan untuk membaca Kembali SOP yang harus dilakukan agar kedepannya tidak terjadi lagi penyimpangan pada SOP tersebut

13. Apakah Anda pernah menggunakan SOP untuk menyelesaikan masalah pekerjaan? Bagaimana caranya?

Pernah, dengan ILEAD, sangat membantu saat penanganan keluhan tamu dan membuat kita paham apa yang harus dilakukan sesuai urutan SOP sehingga Keputusan yang diambil dapat memberikan kepuasan kepada tamu.





AN IHG® HOTEL
BARUNA BALI

Policy	HAND OUT GUEST ROOM KEY				
Policy No	-				February 13, 2023
Concerning	All				February 13, 2023
Updated by	<u>Agus Januwarsana</u> Asst Room Division Manager	Acknowledge by	<u>Aries Susanto Room</u> Division Manager	Acknowledge by	
Signature & Date		Signature & date		Signature & date	
Acknowledge by	<u>Erni Mulvani DOFBS</u>	Acknowledge by	<u>Joharri B Sijabat</u> Hotel Manager	Approved by	<u>Ida Bagus Ardana</u> General Manager
Signature & date		Signature & date		Signature & date	

Objective:

I expect the hotel to provide a secure and safe key system for my stay. I expect my needs to be handled efficiently, accurately and courteously by knowledgeable and attentive staff in a confidential manner.

Why is this task important for you and our guests?**Answers:**

1. I must verify with the guest before I hand out the key to him/her.
2. We must have a secure PMS and key system to protect our guests.
3. Improve Heartbeat score.

WHAT / STEPS	HOW/ STANDARDS	TRAINING QUESTIONS
1) Ask and Verify on Issuing Guestroom Keys	Ask for the guests' name if not known and verify the guests' information in the computer. Guestroom keys should only be given to registered guest. Keys should not be given to spouses, children, or other person unless their name appear on the registration information <i>Room key card is an electronic card that is issued by the Front Desk upon guest check-in or during stay.</i>	Why do I have to verify with the guest?

2) Replacement / Duplicate of Guestroom Keys	When someone approaches the desk and requests a replacement room key, Positive Identification must be established to verify that the person is, in fact, registered to that room. This is best accomplished by asking the person for a government issued photo bearing ID, such as a driver's license or passport. Ask for Date of Birth (if ID is not available) and check against the guest profile, room number, length of stay in the PMS. Another way to positively identify the guest is to verify the guest's registration information and their signature. Ask the person to sign on the form and compare the signature to the registration card, then verify the registration information, such as the method of payment, home address and date of birth In additional, we can check guest passport photo that has been attach on the PMS to compare with the actual guest face.	Why do I have to check? Why do I have to refer it the PMS?
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3) Ask for help	If the guest may not be identified satisfactorily, call the Duty Manager for help and explain the situation (Not In front of the Guest).	Is the Duty Manager always <u>is</u> the first person I should call for help?
4) Call security if necessary	The Duty Manager must call Security if necessary	Why should the Assistant Manager call Security for assistance?

5) Issue new key	If the guest lost their room key, a new key must be issued. If the ID is correct, issue a new key.	How do I need to handle the situation if the ID is not correct?
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Summary questions:

1. Why do we have to set up a procedure for key hand out?
2. What are the steps for Handing a Key to a Guest
3. What is the problem if we neglect to identify the guest before we hand out the key?
4. Why do I need to call the Duty Manager for help if I have a problem?
5. What does the Assistant Manager do if he/she gets wrong information?
6. How do we handle the situation if the ID is not correct?

Now ask the Trainee to practice the Task from start to end to test competency.



SMART OPERATING PROCEDURE

HANDLING LUGGAGE STORAGE

TASK NUMBER:	GS-MS 0013
DEPARTMENT:	Front Desk
DATE ISSUED:	May 2023
GUEST EXPECTATION:	I expect that luggage storage service prior to check in or after check out.
TIME TO TRAIN:	30 minutes

Why is this task important for you and our guests?

Answers:

1. To provide efficient, accurate and courteous service to our guests.
2. To understand what guests' need and want.
3. To maximize guest satisfaction.
4. To improve hotel business.
5. To improve Heartbeat score.
6. To demonstrate professionalism.

SMART STEPS	SMART STANDARDS	SMART QUESTIONS
1. When guest approached counter to store his/her luggage	Upon receiving the request, the following information is required: • Tag number / Room number • Guest name • How many pieces of luggage • Storage need (day storage or long term) • For long term storage, find out the date of collection. Storage is only allowed if guest have reservation for return stay.	Which information do we need to require? Which information do we need to note down?
2. Preparation	If guest needs to store the luggage (long term), verify space in the luggage storage room and retrieve appropriate luggage tag from the slot at the desk. • Issue luggage tag and fill in the necessary details • Confirm number of days that guest need to store the luggage • Verify with guest if he /she have any valuables in the bags. Advise guest to take out and bring the valuables with them. • Inform <u>guest</u> that we are not liable if loss of any <u>belonging</u> during the storage. • Every guest <u>store</u> the luggage, must be taking a <u>note</u> on the luggage store book	Why do I need to verify space in the luggage room first? Why does the guest need a luggage tag?



3. Storing of Luggage	Take the luggage and store it in the appropriate storage section. Luggage tag number should be recorded in the luggage movement log noting the section stored for easy retrieval.	

Summary questions:

1. Which information is required when storing luggage?
2. Why do we need to verify space in the luggage room prior to storing guest's luggage?
3. Why does we need to issue guest a luggage tag?
4. Why do we have to check if guest have any valuables in the luggage?

Now ask the Trainee to practice the Task from start to end to test competency.

