



APPENDICES



AM AND PM FOA CHECK LIST

Date:

Name:

No.	Time	Task	Remark
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Front Office Associate

Appendix 1 AM and PM Front Office Associate Job Description Check List at Fairfield By Marriott Bali Kuta

Based on the checklist, in the "Time" column, basically, there is the time the associates should do their job description. The "Task" column is the list of associates' job description in every shift. For "Remark" column should be checked by (√) symbol or giving remark if there is a job description they cannot do. Then they need to ask the supervisor signature as proof.

MORNING AYS CHECK LIST

Date:

NO	ACTION	TIME CHECK	DONE BY
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NOTE: Please maintain cleanliness in our office, lobby and AYS office!

Checked by:

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Appendix 2 Morning At Your Service (AYS) Job Description Check List at Fairfield By Marriott Bali Kuta

The checklist is telling about "Action" column is fulfilled with the job description of the associate. Whereas, "Time Check" column is intended for an associate to fulfil what time they did their job description. For "Done By" column will be completed with the name of the associate who did the job description so that the supervisor will know the person.



AFTERNOON AYS CHECK LIST

Date:

NO	ACTION	TIME CHECK	DONE BY
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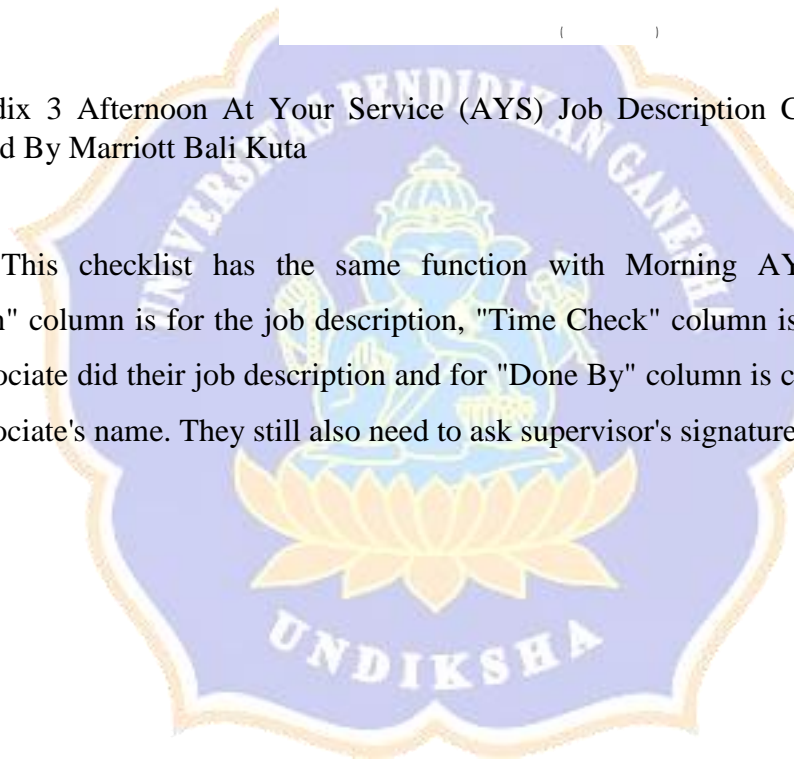
NOTE: Please maintain cleanliness in our office, lobby and AYS office!

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Appendix 3 Afternoon At Your Service (AYS) Job Description Check List at Fairfield By Marriott Bali Kuta

This checklist has the same function with Morning AYS checklist. "Action" column is for the job description, "Time Check" column is for the time the associate did their job description and for "Done By" column is complete with the associate's name. They still also need to ask supervisor's signature for a proof.



AM AND PM FOA CHECKLIST

Date:

Name:

No.	Time	Task	Remark
1.	07.00 – 07.30 15.00 – 15.30	Attend morning briefing, do proper hand over with previous shift.	√
2.	07.30 – 07.45 15.30 – 15.45	Ensure below area are clean and free of scattered: - The desk - 24/7 - Luggage Store - Grand staircase	√
3.	07.45 – 07.50 15.45 – 15.50	Ensure all stationaries are complete and equipment working properly.	√
4.	07.50 – 08.00 15.50 – 16.00	PRINT traces and checklist, follow up and minimizing unresolved traces left.	√
5.	Every 2 hours	Contingency Report Every 2 hours (8am, 10am, 12pm, 2pm, 4pm, 6pm, 8pm, 10pm and 12pm)	√
6.	08.00 – 09.00	Check all due out reservations: - Ensure all pending bill match with billing comment and supporting bills are complete.	√
7.	09.00 – 09.15 16.00 – 16.15	Check welcome towel and a welcome drink are sufficient for today's arrival.	√
8.	12.00	Check P112, communicate with AYS. Ensure all departure rooms are cleared based on guest departure time.	√

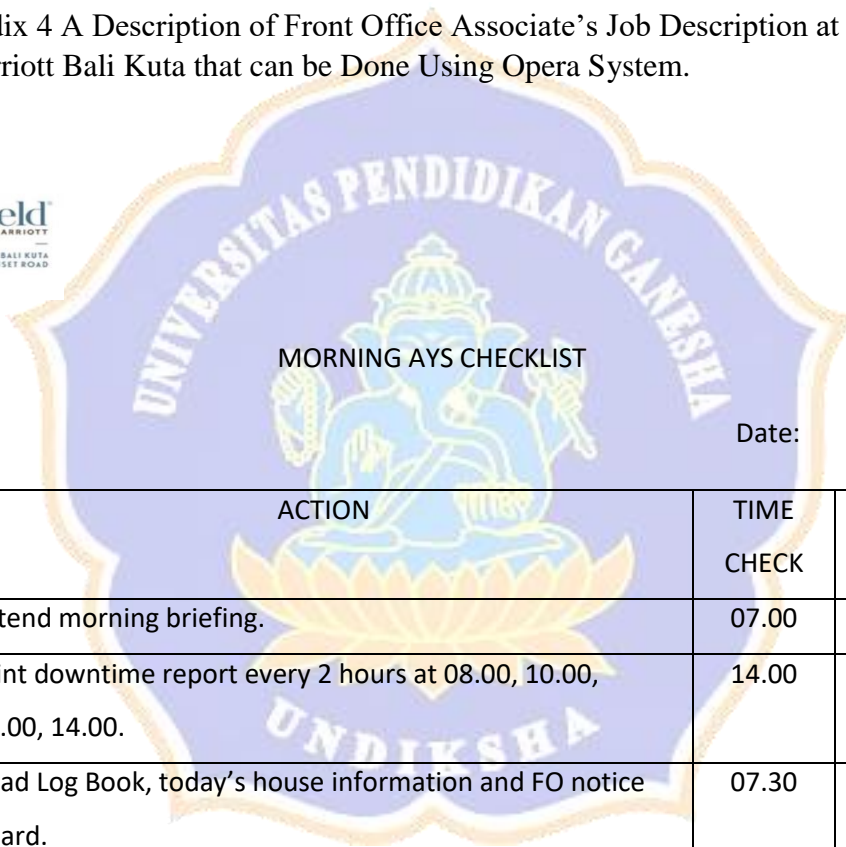
9.	12.15	Report to a leader in charge to check physically unpick call for departure guest for further follow-up.	√
10.	Always	Check Control Panel Mobile Check-in and out periodically.	√
11.	14.00 Onwards	- Check today's reservation and ensure all room assignment, room upgrade (if there is any benefit), billing comment, alert, traces are set up.	√
12.	14.00 Onwards	- Upsell today's arrival	√
13.	14.30 Onwards	- Complete Room Assignment H+3 days and updating and checking: <ul style="list-style-type: none"> - VIP Level - Specials - Features - Rate info and package - Billing Comment - Guest Planning Screen on GXP 	√
14.	15.00 23.00	How many enrollments did you get? Why?	√
15.	15.30 23.30	Prepare blind drop cashier closure <ul style="list-style-type: none"> - Count and drop your cash remittance before closing the cashier (ask your leader to count at witness) - Close your cashier and ask your leader to check accordingly. 	√
16.	15.45 23.45	Updating Registration Card <ul style="list-style-type: none"> - Salutation and Language - Address, Phone Number, Email - Birthday Date - Nationality - ID Detail - Check Sharer Rate - Check the number of the adult on the main 	√

		guest reservation and ensure it's not double - Updating card ver for checked-in guest or extended stay.	
17.	16.00 00.00	Print 112 and clear all the RC from the docket	√

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Front Office Associate

Appendix 4 A Description of Front Office Associate's Job Description at Fairfield By Marriott Bali Kuta that can be Done Using Opera System.



MORNING AYS CHECKLIST

Date:

NO	ACTION	TIME CHECK	DONE BY
1.	Attend morning briefing.	07.00	Team
2.	Print downtime report every 2 hours at 08.00, 10.00, 12.00, 14.00.	14.00	Sinta
3.	Read Log Book, today's house information and FO notice board.	07.30	Sinta
4.	Follow up for any pending wake-up call, check all TV channel and WiFi connection. Check LP team, Engineering and HK Leader in charge.	08.05	Sinta
5.	Make sure AYS office clean & tidy for an associate in charge.	07.30	Sinta
6.	Make sure the music styling is set up and on time.	12.30	Sinta
7.	Share to supervisor if all wake-up call is done for today.	08.05	Sinta
8.	Read traces, follow up any pending traces for today.	08.00	Sinta

9.	Monitoring all incoming call and note if there is a guest request an international call.	15.00	Sinta
10.	Monitoring all the airport pickup, make sure all the driver inform YAS when departing from the airport with the guest (VIP guest only).	15.00	Sinta
11.	Make sure all the incoming and outgoing call are recorded.	15.00	Sinta
12.	Monitoring if there is any additional VIP Amenities request and request it directly.	13.00	Sinta
13.	Ask FB to send the VIP Amenities to the room once the room ready.	14.00	Sinta
14.	Maintain GXP chat, always fast response.	14.00	Sinta
15.	At 12.00 – print P112 Departure report from opera and courtesy for departure call.	-	-
16.	Make sure there is no pending in Room Dining request, please take note for any guest preference.	16.00	Sinta
17.	Follow up again any pending traces, send if there is any message for the guest.	16.00	Sinta
18.	Make sure all the cases have been updated correctly in GXP	16.00	Sinta
19.	Proper handed over to the PM shift and highlight if any issue pending need urgent follow p.	16.00	Sinta

NOTE: Please maintain cleanliness in our office, lobby and AYS office!

Checked by:

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Appendix 5 A Description of At Your Service Morning Shift Job Description at Fairfield By Marriott Bali Kuta that can be Done Using Opera System.

AFTERNOON AYS CHECKLIST

Date:

NO	ACTION	TIME CHECK	DONE BY
1.	Attend the afternoon briefing.	14.00	Team
2.	Print downtime report every 2 hours at 16.00, 18.00, 20.00, 22.00.	22.00	Sinta
3.	Read Log Book, today's house information and FO notice board. Check LP team, Engineering and HK Leader in charge.	15.00	Sinta
4.	Handed over from Morning Shift, read things to follow up.	15.00	Sinta
5.	Read traces, follow up any pending traces from the morning shift. Make sure the music styling is set up and on time.	23.00	Sinta
6.	Check TV channel and WiFi connection, check if there is any pending delivery for VIP Amenities.	18.30	Sinta
7.	Ensure your AYS office clean and tidy.	15.00	Sinta
8.	Follow up pending courtesy call for guest check out if any.	-	-
9.	Create VIP Amenities form and order Welcome Drink for tomorrow's arrival and send to FB kitchen and FB service.	16.00	Sinta
10.	Maintain GXP chat, always fast response.	23.00	Sinta
11.	Open reservation detail report (b108) and Guest Birthday (c102) to check VIP arrival and birthday guest in the next day and create an amenities request form to submit to Pastry.	16.30	Sinta
12.	Update to Room Controller if confirming a late check out to the guest.	-	-
13.	Make sure all the incoming and outgoing call are recorded.	23.00	Sinta

14.	Monitoring for any wake-up call and breakfast box request for the next day. Please create the report and inform the leader in charge.	-	-
15.	Make sure all the cases have been updated correctly in GXP.	23.00	Sinta
16.	Make sure there is no pending in Room Dining Request, please take note for any guest preference.	22.00	Sinta
17.	Make sure all the outgoing international charge from the guest has been posted in their billing in opera.	-	-
18.	Proper handed over to the Nightshift and highlight if any issues pending urgent follow-up.	23.00	Sinta

NOTE: Please maintain cleanliness in our office, lobby and AYS office!

Checked by:

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Appendix 6 A Description of At Your Service Afternoon Shift Job Description at Fairfield By Marriott Bali Kuta that can be Done Using Opera System.



Fairfield
AM AND PM FOA CHECK LIST

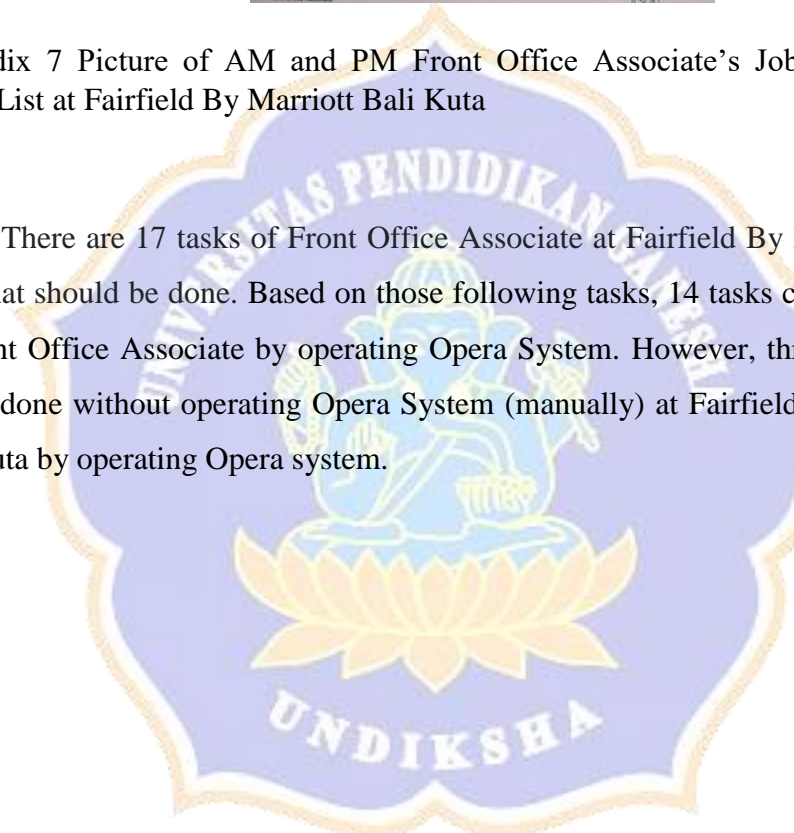
Date: 4/13/20
Name: Nidra

Time	Task	Done
1. 07:00 - 07:30	Attend morning briefing, also proper hand over with previous shift.	✓
2. 07:30 - 08:00	Ensure tables are set up clean and free of equipment. The Desk	✓
3. 08:00 - 08:30	Update the	✓
4. 08:30 - 09:00	Check floor plan	✓
5. 09:00 - 09:30	Ensure all reservations are complete and equipment working	✓
6. 09:30 - 10:00	Review and check list, follow up and monitoring reservation list.	✓
7. 10:00 - 10:30	Contingency Report Every 2 hours (Alarm, Alarm, Alarm, Alarm, Alarm, Alarm, Alarm, Alarm)	✓
8. 10:30 - 11:00	Check all in our reservation	✓
9. 11:00 - 11:30	Phone if pending but match with billing statement and supporting bills are complete.	✓
10. 11:30 - 12:00	Check P 12 communication with AYS. Ensure all departure times are correct based on date. Operation check out for arrival in 15 min or less. Operation check out for departure guest for further follow up.	✓
11. 12:00 - 12:30	Check daily reservation and ensure all team management, cover update of there is any benefit, billing comment, alert, history and so on.	✓
12. 12:30 - 01:00	Meet today's group	✓
13. 01:00 - 01:30	Complete Room Management list dates and updating and check-in: - VIF Level - Package - Rate Info and Package - Billing Comment - Guest Printing Screen on OPR	✓
14. 01:30 - 02:00	How many reservation will you get?	0 ✓ handle
15. 02:00 - 02:30	Prepare blind bag (water change)	✓
16. 02:30 - 03:00	Guest and drop your own resistance before close the locker (ask your leader to course at entrance) - Check your number and ask your leader to check reservation. - Update Reservation Card - Address, Phone Number, Email - Birthday Date - Nationality - ID Photo - Check in later rate - Check number of adults on main reservation and ensure it is not double - No smoking, no alcohol for checked in guest or reservation stay	✓
17. 03:00 - 03:30	Print 112 and show all the 40 from the list	✓

Handwritten signature: Adlene

Appendix 7 Picture of AM and PM Front Office Associate's Job Description Check List at Fairfield By Marriott Bali Kuta

There are 17 tasks of Front Office Associate at Fairfield By Marriott Bali Kuta that should be done. Based on those following tasks, 14 tasks could be done by Front Office Associate by operating Opera System. However, three tasks still can be done without operating Opera System (manually) at Fairfield By Marriott Bali Kuta by operating Opera system.



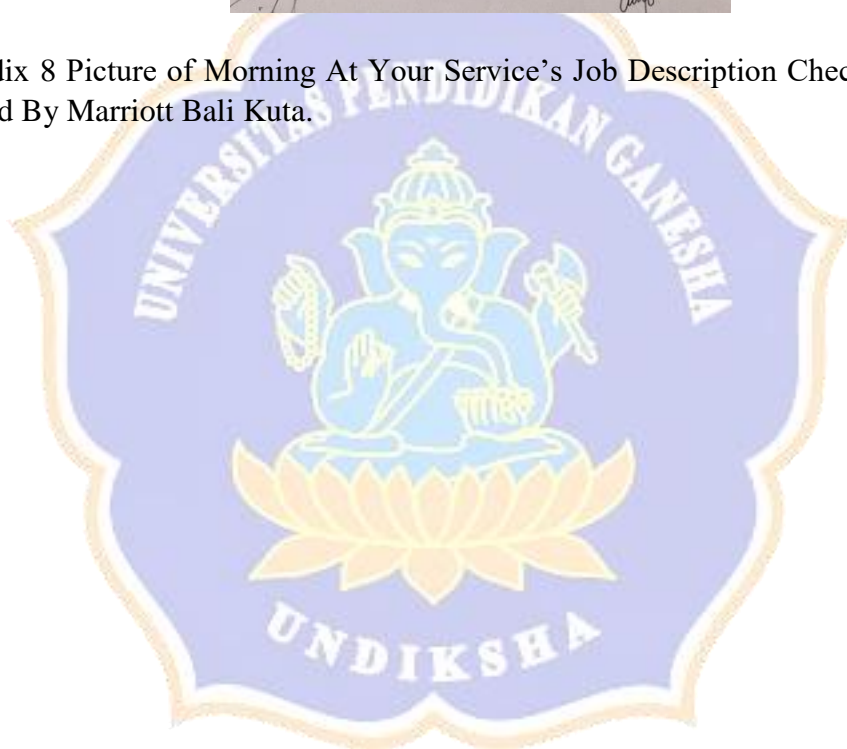
Fairfield
MORNING AYS CHECK LIST Date: 01/03/20

NO	ACTION	TIME CHECK	DONE BY
1	Attend morning briefing	07:00	Sinta
2	Print downtime report every 2 hours at 08:00, 10:00, 12:00, 14:00	14:00	Sinta
3	Read Log Book, today's house information and FO notice board	07:30	Sinta
4	Follow up for any pending wake up call, Check all TV channel and wifi connection Check LP team, Engineering and HR leader exchange	08:05	Sinta
5	Make sure AYS office clean & tidy for any associate exchange	07:30	Sinta
6	Make sure the music styling are set up and on tone	12:30	Sinta
7	Share to Supervisor if all wake up call is done for today	08:05	Sinta
8	Read traces, follow up any pending traces for today	08:00	Sinta
9	Monitoring all incoming call and note if there is a guest request an international call	15:00	Sinta
10	Monitoring all the airport pickup, make sure all the driver inform AYS when depart from the airport with the guest (VIP guest only)	15:00	Sinta
11	Make sure all the incoming and outgoing call are recorded.	15:00	Sinta
12	Monitoring if there is any additional VIP amenities request and request it directly	13:00	Sinta
13	Ask FB to send the VIP amenities to the room once the room ready	14:00	Sinta
14	Maintain the GXP chat, always fast response	14:00	Sinta
15	At 12:00 - print P112 Departures report from Opera and courtesy for departure call	-	-
16	Make sure there is no pending in Room Dining Request, please take a note for any guest preference.	16:00	Sinta
17	Follow up again any pending traces, send if there is any message for the guest	16:00	Sinta
18	Make sure all the cases has been updated properly in GXP	16:00	Sinta
19	Proper handed over to the PM shift and highlight if any issue pending need urgent follow up	16:00	Sinta

Note: Please maintain Cleanliness in our office, lobby and AYS office!

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Appendix 8 Picture of Morning At Your Service's Job Description Check List at Fairfield By Marriott Bali Kuta.


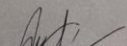
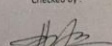


Fairfield
BY MARRIOTT
BALI KUTA
TURKOT ROAD

AFTERNOON AYS CHECK LIST Date: 08/03/2020

NO	ACTION	TIME CHECK	DONE BY
1	Attend afternoon briefing	-	-
2	Print downtime report every 2 hours at 16.00, 18.00, 20.00, 22.00	22.00	Sinta Indah
3	Read Log Book, today's house information and FO notice board. Check LP team, Engineering and HK leader incharge	15.00	Sinta Indah
4	Handed over from Morning Shift, read things to follow up	15.00	Sinta Indah
5	Read traces, follow up any pending traces from morning shift, Make sure the music styling are set up and on time.	23.00	Sinta Indah
6	Check TV channel and wifi connection, Check if there is any pending delivery for VIP amenities	18.30	Sinta Indah
7	Ensure your AYS office clean and tidy	18.00	Sinta Indah
8	Follow up pending courtesy call for guest check out if any	-	-
9	Create VIP amenities form and order Welcome Drink for tomorrow's arrival and send to FB kitchen and FB service	16.00	Sinta Indah
10	Maintain the GXP chat, always fast response	23.00	Sinta Indah
11	Open Reservation detail report (b108) and Guest Birthday (c102) to check VIP arrival and birthday guest in the next day and create an amenities request form to be submitted to Pastry	16.30	Sinta Indah
12	Update to Room Controller if confirming a late check out to the guest	-	-
13	Make sure all the incoming and outgoing call are recorded	23.00	Sinta Indah
14	Monitoring for any wake up call and breakfast box request for the next day, Please create the report and inform the leader in charge	-	-
15	Make sure all the cases has been updated properly in GXP	23.00	Sinta Indah
16	Make sure there is no pending in Room Dining Request, please take a note for any guest preference.	22.00	Sinta Indah
17	Make sure all the outgoing international charges from the guest has been posted in their billing in Opera	-	-
18	Proper handed over to the Night shift and highlight if any issue pending need urgent follow up	23.00	Sinta Indah

Note: Please maintain Cleanliness in our office, lobby and AYS office !

Checked by:   

Appendix 9 Picture of Afternoon At Your Service's Job Description Check List at Fairfield By Marriott Bali Kuta.

Based on those following task of Morning And Afternoon At Your Service, both of those job descriptions have the same task, and if it combined 12 tasks can be done by using the Opera system. 7 Tasks can be done manually or without operating the Opera System.

RIWAYAT HIDUP



Komang Indah Permatasari lahir di Singaraja pada tanggal 14 Juli 1999. Penulis lahir dari pasangan suami istri Bapak I Made Suwastawa dan Nengah Warni. Penulis berkebangsaan Indonesia dan beragama Hindu. Kini penulis beralamat di Jalan Parikesit V No. 15, Banjar Tegal, Singaraja, Kecamatan Buleleng, Kabupaten Buleleng, Provinsi Bali. Penulis menyelesaikan pendidikan taman kanak-kanak di TK Kartika Singaraja, dan melanjutkan pendidikan dasar di SD Negeri 3 Banjar Jawa dan lulus pada tahun 2011. Kemudian penulis melanjutkan pendidikan ke sekolah menengah pertama di SMP Negeri 6 Singaraja dan lulus pada tahun 2014. Setelah lulus dari SMP Negeri 6 Singaraja, penulis melanjutkan pendidikan ke sekolah menengah atas di SMA Negeri 4 Singaraja dengan memilih jurusan MIPA dan lulus pada tahun 2017. Pada jenjang selanjutnya, penulis melanjutkan pendidikan tinggi di Universitas Pendidikan Ganesha jurusan Bahasa Inggris Diploma III. Pada semester akhir di tahun 2020 penulis telah menyelesaikan Tugas Akhir dengan judul “Opera Assisted Fairfield’s Associates”. Selanjutnya, mulai tahun 2017 sampai dengan penulisan Tugas Akhir ini, penulis masih terdaftar sebagai mahasiswi Bahasa Inggris Diploma III di Universitas Pendidikan Ganesha.