

## ABSTRAK

Tujuan dari penelitian ini adalah untuk mengetahui tugas-tugas seorang *trainee* di Front Office di Hotel U Paasha Seminyak Bali selama program Praktik Kerja Lapangan (PKL). Subjek penelitian ini adalah seorang *trainee* yang melaksanakan PKL di *Front Office Department* Hotel U Paasha Seminyak Bali. *Trainee* melakukan program pelatihan kerja dari 17 Desember hingga 13 Mei tahun 2020. Data dikumpulkan dengan menggunakan daftar periksa, dan data diidentifikasi untuk mendapatkan deskripsi tugas selama praktik kerja lapangan di U Paasha Seminyak Bali. Ada 6 tugas yang harus dilakukan selama PKL, yaitu: menyiapkan daftar *trainee*, memeriksa papan prakiraan, membuat laporan polisi, mempersiapkan Expected Departure (ED), mempersiapkan Expected Arrival (EA), memperbarui gambar Very Important person (VIP), Registration Card (RC) ke map.

Kata kunci: uraian tugas, praktik Front Office



# The Description of a Trainee's Tasks during On The Job Training Program in Front Office Department at U Paasha Seminyak Bali

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## ABSTRACT

The purpose of this study was to find out the tasks of trainees in Front Office at U Paasha Seminyak Bali during on the job training program. The subject of the study was one trainee at Front Office at U Paasha Seminyak Bali. Trainee conducted an on the job training program from 17<sup>th</sup> December until 13<sup>th</sup> of May 2020. The data was collected using checklist, and the data was identified to get a description of tasks during on the job training at U Paasha Seminyak Bali. There are 6 tasks that had to be done during on the job training, such as; preparing trainee list, checking the forecast board, make a police report, preparing Expected Departure (ED), Preparing Expected Arrival (EA), updating very important person (VIP) picture, Registration Card (RC) to the docket

Keywords: Task description, Front Office training

