

The Identification of Trainee's Duties at Front Office Department Before and During Covid-19 Pandemic at Taman Surgawi Resort & Spa

Written by:

I Kadek Restu Aditya

NIM 1802041020

D III English Department

ABSTRAK

Penelitian ini dilaksanakan saat penulis melaksanakan kegiatan pelatihan kerja, yaitu dari tanggal 14 Desember hingga 14 Maret 2021. Tujuan dari penelitian ini adalah untuk mengetahui tugas-tugas *trainee* di *Front Office Department* di Taman Surgawi Resort & Spa sebelum dan pada saat masa Pandemi Covid-19. Subjek penelitian ini hanya satu peserta pelatihan kerja di *Front Office* Taman Surgawi Resort & Spa, yaitu merupakan si penulis itu sendiri. Data dikumpulkan dengan menggunakan metode *descriptive qualitative*. Sebelum pandemi ada 6 tugas yang harus dilakukan oleh *trainee*, yaitu memperbarui data di computer, menangani check-in dan check-out, menangani panggilan masuk dan keluar, menangani panggilan bangun, menangani komplain, dan memberikan informasi kepada tamu. Saat masa pandemi ada 7 tugas tambahan, yaitu memasukkan data pesanan kamar baru ke komputer, membantu tukang kebun, membantu pegawai restoran, menangani *room service breakfast*, menyiapkan kamar, menyiapkan handuk, dan mencatat tamu yang mau berenang.

Kata kunci: identifikasi tugas, *trainee front office*, sebelum dan sesudah pandemi.

The Identification of Trainee's Duties at Front Office Department Before and During Covid-19 Pandemic at Taman Surgawi Resort & Spa

Written by:

I Kadek Restu Aditya

NIM 1802041020

D III English Department

ABSTRACT

This research was conducted when the writer carried out job training program, which was held on 14th December until 14th March 2021. The purpose of this research is to find out the duties of Front Office trainees at Taman Surgawi Resort & Spa before and during pandemic of Covid-19 situation. The subject of this research was one trainee at front office department which is the writer himself. The data of this research was collected by using descriptive qualitative method. Before pandemic situation there are 6 duties of trainees which are, updating data in computer, handling Check-in and Check-out, handling incoming or outgoing calls, handling wake-up calls, handling complaints, giving information to the guests. And during the pandemic situation there are 7 additional duties for Front Office trainees which are, inputting new data from online booking to the computer, assisting the gardener to clean front yard and parking area, assisting Kitchen staff to preparing breakfast for the guest, handling room service breakfast for the guest, preparing rooms, preparing pool towels, handling guests who want to swim at the Resort's pool.

Keywords: Duties identifications, Front Office trainees, before and during pandemic.