

**THE DAILY ACTIVITIES OF BEING A CONCIERGE
AT SHANGRI-LA HOTEL SURABAYA**

Muhammad Rifqy Maulan

English Study Program

Language, Communication and Tourism Department

ABSTRACT

Internship Program becomes something urgently that needed by Polytechnic students when they want to enter the industrial business as a professional worker. This activity aims for students who graduate from this college have the ability to face the challenges that exist in the world of industry. I chose Shangri-La hotel as the institution to conduct my Internship Program, because Shangri-La hotel is a company which committed to provide hospitality and service, so I could apply my knowledge of English for Hotel and Restaurant and practice my English skills. This internship program ran from March until June 2016. I got an opportunity to handle jobs in Front Office Department especially in Concierge. The activities that were done during internship program were Control the equipment likes (luggage tag, IFC, and etc), check the profile note, check the email concierge, handling airport representative, and giving information. From that position, I learned and got experiences about many activities that should be done by concierge. I also understand the concierge jobs and activities at the hotel.

Keyword: Daily Activities, Concierge, Shangri-La hotel