

SUMMARY

Daily Activities of Being a Concierge At Fairfield By Marriott Surabaya, Moch Rizky Prasetyo Perdana, NIM. F31151958, Year 2019, 22 pages, Language, Communication, and Tourism Department, Politeknik Negeri Jember, Nila Susanti S.S.,M.Pd (Supervisor) and Trio Akbar (External Supervisor)

Internship Program is a program which established by Politeknik Negeri Jember in order to apply and improve its student's skill and ability. Besides, this program also prepared for students when they had graduated from the college. So, students could know and understand about work environment before entering the real work place. To apply and improve the writer's skill and ability, the writer chose Fairfield by Marriott Hotel Surabaya as the place of conducting Internship Program.

The internship program was conducted for three months in Fairfield by Marriott Hotel Surabaya It was started from 1st March 2018 up to 31st May 2018. In conducting this program, the writer was placed in Front Office Department as a concierge. As a concierge, the writer should give the best service for the guest. In servicing the guest, the writer should welcome the guest by giving warm welcome. Then, the writer should handle guest's luggage by doing luggage down and up because it as a facility of star-hotel services. Besides, the writer also should assist the guest by giving information needed. Moreover, the writer should help other duties of Front Desk Agent such as assisting VIP room preparation and checking due out room. In doing those duties, the writer faced problem which was the writer forgot to handle guest's luggage because the hotel was so crowded at the time but that problem could be solved well. So, after finishing the internship program at Fairfield by Marriott Surabaya, the writer got a lot of new knowledge and experience which was very beneficial to be reference for entering the work environment later.