



ON THE JOB TRAINING REPORT

**THE KEY ROLES AND RESPONSIBILITIES OF THE EXECUTIVE
HOUSEKEEPER AT HOTEL AIR PANAS ALAM SONGGORITI
BATU - MALANG**

This report is presented to the Faculty of Letters
University of Jember
To fulfill one of the requirements to get Ahli Madya Degree
in English Diploma III Program

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**ENGLISH DIPLOMA III PROGRAM
THE FACULTY OF LETTERS
UNIVERSITY OF JEMBER**

2007

MOTTO

"Do not think to be the best but think to do the best"

"A proof is better than a thousand promises"

"The experience is the best teacher"



DEDICATION

My dearest parents

Suminto (Alm) and Dra. Dedy Murwani

My dearest brothers

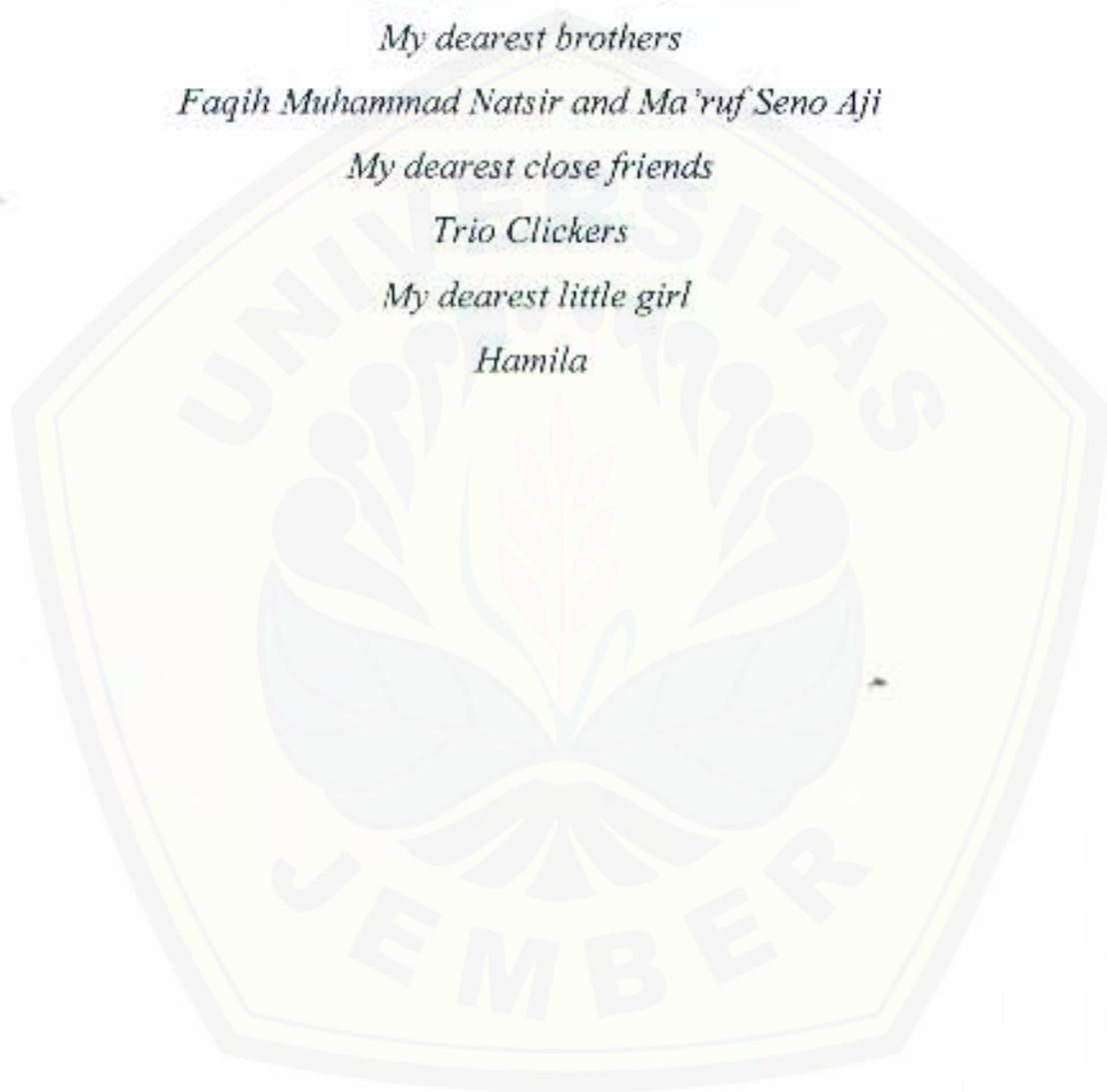
Faqih Muhammad Natsir and Ma'ruf Seno Aji

My dearest close friends

Trio Clickers

My dearest little girl

Hamila



Approval Sheet


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All praises are due to the Almighty and the most Merciful of Allah SWT. Because of His mercy, the writer has been able to finish in making Job Training Report well. And shalawat is always dedicated to His messenger Prophet Muhammad SAW.

The writer tries to inform the result of Job Training has done on 3rd July-16th August 2006. The writer understands that what the writer wrote and informed, is so far from the perfect. Because of that, the writer could receive any critics and advisements, which are useful to make this report become perfect.

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6. Mr Sucahyono as the Supervisor of Housekeeping Department
7. Mrs Wiwik as the Supervisor of Food And Beverages Department
8. Mr. Edy Cahyono as the Supervisor of Front Office Department
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The writer is aware that this report is far from the perfect. It is because of limited knowledge of writer. The writer expects that this report will be useful for the all of side in generally and the students of Faculty of Letters University of Jember in particularly.

January 29th, 2007

the writer,

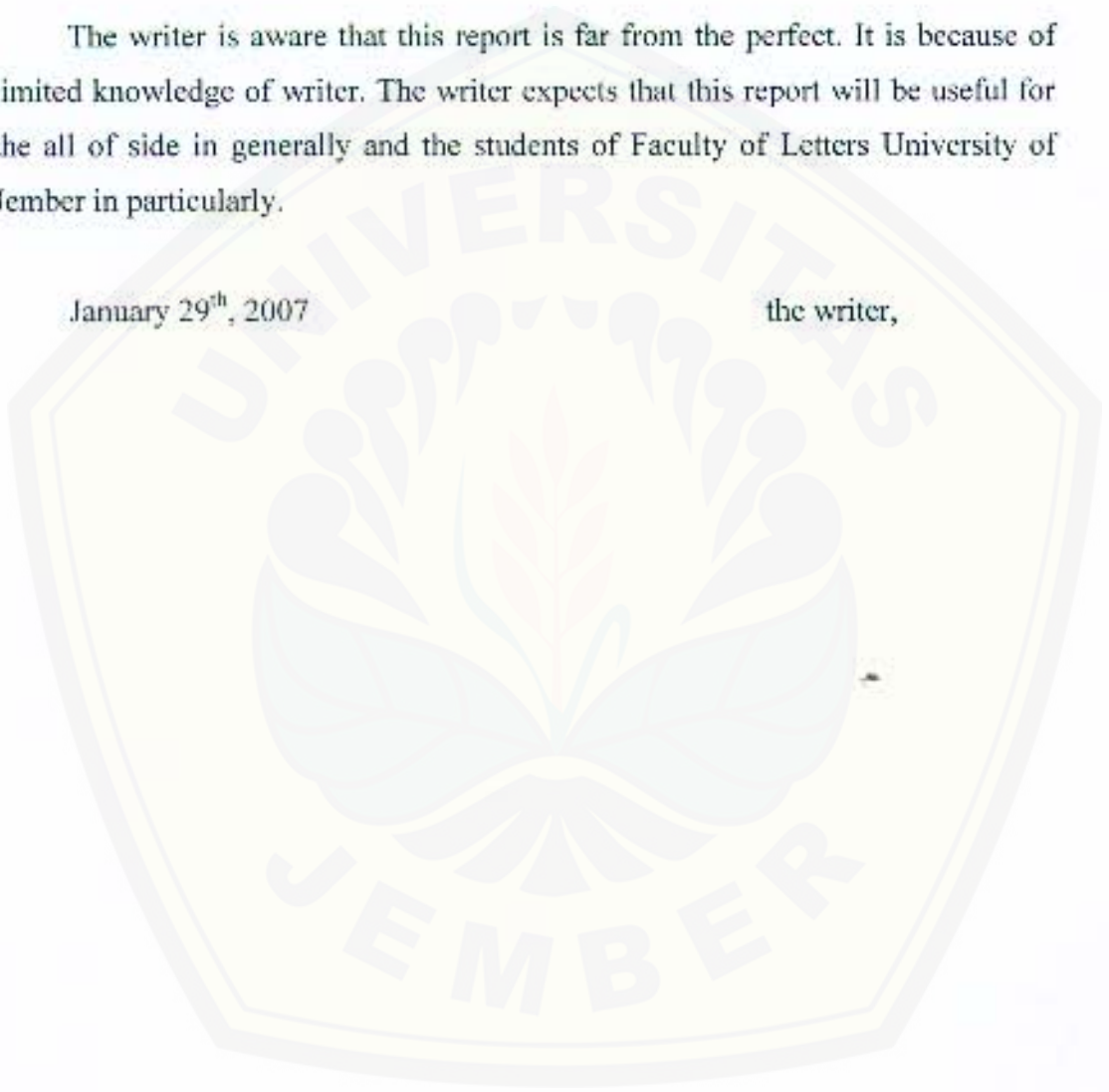


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CHAPTER I INTRODUCTION

1.1 The Core of the Problem

Hotel is the main tourism super structures. Operational employment in the hotel also need be managed in a condition, in order the resources can be used as good as possible efficiently. It will be a necessity for the hotel side, that the service to the guests must be organized well, tidy, and systematically. The main departments in the hotel are: Housekeeping Department, Food & Beverages Department, and Front Office Department. The departments above have to do coordinating very well each other, in order to do the duties easily, efficiently, and also to minimalist the misunderstanding between the employee and the departments, so the good service can be reached.

One of the departments which serve the guests directly is housekeeping department. Housekeeping is the heart of lodging industry. Hotels, motels, inns around the world can succeed without ballrooms, meeting rooms, swimming pools, or even restaurants. But the one thing every successful lodging establishment must have regardless of its size, location, or industry segment, clean rooms. Room sales generally drive 70 percent or more of the revenues generated by lodging establishment. The need for quality-oriented, efficient housekeeping is the link that unites highly diverse hospitality industry. Luxury hotels, bed and breakfast inns, motels, cruiseships, have different styles of design of operations. Yet, they all have housekeeping departments that are challenged to provide clean, neat, attractive interior space that will help make first-time guests into loyal, long-term customers.

The executive housekeepers manage housekeeping operation. And the executive housekeepers must be a good manager and a good listener. As the executive housekeeper, there are many steps to do in order to achieve a purpose which has been determined by the hotel. He or she has to develop an understanding of the importance of the housekeeping department. Housekeeping is the toughest job in the lodging business. It is a constant battle

for the executive housekeeper who has to motivate the staffs and the staffs who have to clean up after guests. Without housekeeping, there is nothing to sell. Housekeeping is a business function in the lodging industry, and the executive housekeeper is a true business manager. He or she has a lot of influences in the hotel.

1.2 The Problems to Discuss

The problems are:

- The hierarchy of the property
- Management styles
- Managerial responsibilities

1.3 The Goals and Significances of The Job Training

1.3.1 The Goals of The Job Training

The goals of the job training are:

- a. Fulfilling one of the requirements to get Ahli Madya Degree in Diploma III English Program.
- b. Obtaining the practical experience especially on the hotel's affairs.
- c. As a medium to apply the knowledge which is got from the college.

1.3.2 The Significances of The Job Training

For the Student:

- a. Knowing the mechanism of work especially the executive housekeeper roles and responsibilities.
- b. Getting knowledge about the close working relationship between housekeeping and other departments within the property makes the executive housekeepers a pivotal decision maker.
- c. Being able to use knowledge that is obtained from the executive housekeeper at Hotel Air Panas Alam Songgoriti.
- d. Trying to think, to work professionally, and to be responsible to the duties are accepted.

For the Company :

- a. As a medium to strengthen the relationship with the Faculty of Letters Jember University.
- b. Joining daily activities of the Hotel affairs including Housekeeping, Food and Beverage, Front Office duties.

1.4 The Place and The Period of Job Training

1.4.1 The Place of Job Training

The job training that is done for understanding the key roles and responsibilities of the executive housekeeper especially in Hotel Air Panas Alam Songgoriti at Jalan Raya Songgoriti 51 Batu – Malang East Java 65312. The writer is placed on the three departments. Those are Housekeeping Department, F & B department, and Front Office Department

1.4.2 The Period of Job Training

The job training schedule is arranged by the D III Program of English Department, Faculty of Letters Jember University and understanding the key roles and responsibilities in Hotel Air Panas Alam Songgoriti. It took six weeks, started on the 3rd July until 16th August 2006.

1.5 Procedures and Preparations of The Activities

There are some steps and rules of preparations that students must obey before executing the program. The following are steps students have to do :

1. To find and decide an institution as the place for having on the job training program.
2. To fill up the form and to submit subscription to the institution or the company in which On the Job Training is going to take place.

3. To submit written agreement to the chairman of D III English Program, Faculty of Letters.
4. To attend rehearsal ceremony
5. To start working in the institution where On the Job Training takes place
6. To collect data in order to compose final report
7. To compose the final report.

1.6 The Related Science to the Job Training

The object of the job training (Hotel Air Panas Songgoriti) actually has no relationship with the subject which is taken (English Program) by the writer, but there is a subject which can be used consider as a basic on the implementation of the Job Training. It is "HOUSEKEEPING & FB". The writer tried to apply the theory which is gotten by a college and fixed it with the condition of the company.



CHAPTER II LITERATURE REVIEW

2.1 The Meaning of Hotel

The word "Hotel" is from Latin, that is *hospitium*, which mean dining room in the *monastery*. The word "*Hospitium*" is combined with the word "*Hospes*" from French, becomes "*hospice*". The development of the word "*Hospice*" becomes "*hostel*". And now "*hostel*" is known better as "*hotel*".

There are several opinions about the meaning of hotel, among them:

- a. Hotel is one of accommodation kinds which uses all the buildings for providing in the area of lodging service, including to serve food and beverage, and the others managed commercially and also has the certain requirement from Tourism Minister, Post and Telecommunication. (data from HPUA 1992:2 shown).
- b. I.G.K Agung Djanuraga (1988:1) said : "Hotel is one of accommodation forms which is managed commercially to provide the lodging, food and beverage to the guests".

From the opinions above, it is very clear that hotel is one of accommodations which is managed commercially to provide the lodging, food and beverage facility to the guests who spend the time temporarily. It is said that it will be admitted as a hotel if it has several requirements, which are determined wherever the location, no matter how many rooms, whatever the facilities, buildings form, and the motivation of the guests.

2.2 The Kinds of Hotel Department

The implementation of the service need work together, division of functions and duties must be arranged well. There are several departments in the hotel, consist of :

1. Front Office Department

Front office department is as the room order server, the guests server without ordering; and giving the information, receiving the payment from the guests who check out.

2. Housekeeping Department

The duties of housekeeping department are maintaining the cleanliness, tidiness, and completeness of the rooms, restaurant, bar, and other public places, including personal rooms.

3. Food and Beverage Department

This department has a duty as a server of food and beverage.

4. Marketing Department

This department is managing the marketing of hotel products, promotions, and selling the hotel products

5. Accounting Department

Accounting department has a duty to manage the finance either receiving or expenditure of hotel.

6. Security Department

Security department has a duty to guard and to look after the security either inside or outside.

7. Engineering Department

Engineering department is managing the planning, the setting, and the maintenance of building, and the other equipment.

8. Personal Department

This department has to do the maintenance of the employee and increasing the knowledge.

2.3 Hotel Facilities

Hotel is temporary place for the guests when they are far from their house. To fulfill the characteristic as the temporary house, the facilities of hotel must be good in order the guests feel at their own home. The facilities it self can be:

2.3.1 Main Facilities

The main facilities in the hotel are:

A. Guest room

The varieties of the guest room are:

1. Single room :
 - One person
 - single bed (80x192 cm until 100x200 cm)
2. Double room :
 - two person
 - single bed (135x200 cm until 150x200 cm)
3. Twin room :
 - two single beds
 - each bed for one person
4. Triple room :
 - two persons / three persons
 - extra bed + single bed
5. Suite ;
 - livingroom
 - sittingroom
 - bar
 - kitchenette
6. a. One bedroom suite :
 - bedroom
 - sittingroom
 - b. Two bedrooms suite :
 - two bedrooms
 - sittingroom
 - c. Junior suite :
 - Bedroom and living room are in one room

B. Restaurant

The essentially, restaurant is the part of hotel which serves food and beverage for the guests and public.

C. Bar

Bar serves the alcoholic beverage and another to the guests

D. Room Service

Room service serves the food and beverage to the guests in the room.

E. Function Room

Function room is the satisfy facility for the guests who want to make an agreement, like conference or another.

2.3.2 Supporting Facilities

Beside the main facilities, the providence of the supporting facilities is very important to get the comfortable, and the satisfaction. The kinds of the supporting facilities are:

- Laundry
- Telephone
- Telegram
- Facsimile
- Business Center
- Sport Facility
- Medicine store and many more

2.4 The Meaning of Housekeeping

The word "*House*" means cottage, and word "*keeping*" means to take care. Housekeeping in this case means the part or department, which manages and sets the equipment, cleanliness, and decoration in order that the hotel looks so tidy, clean, attractive, and comfortable to stay.

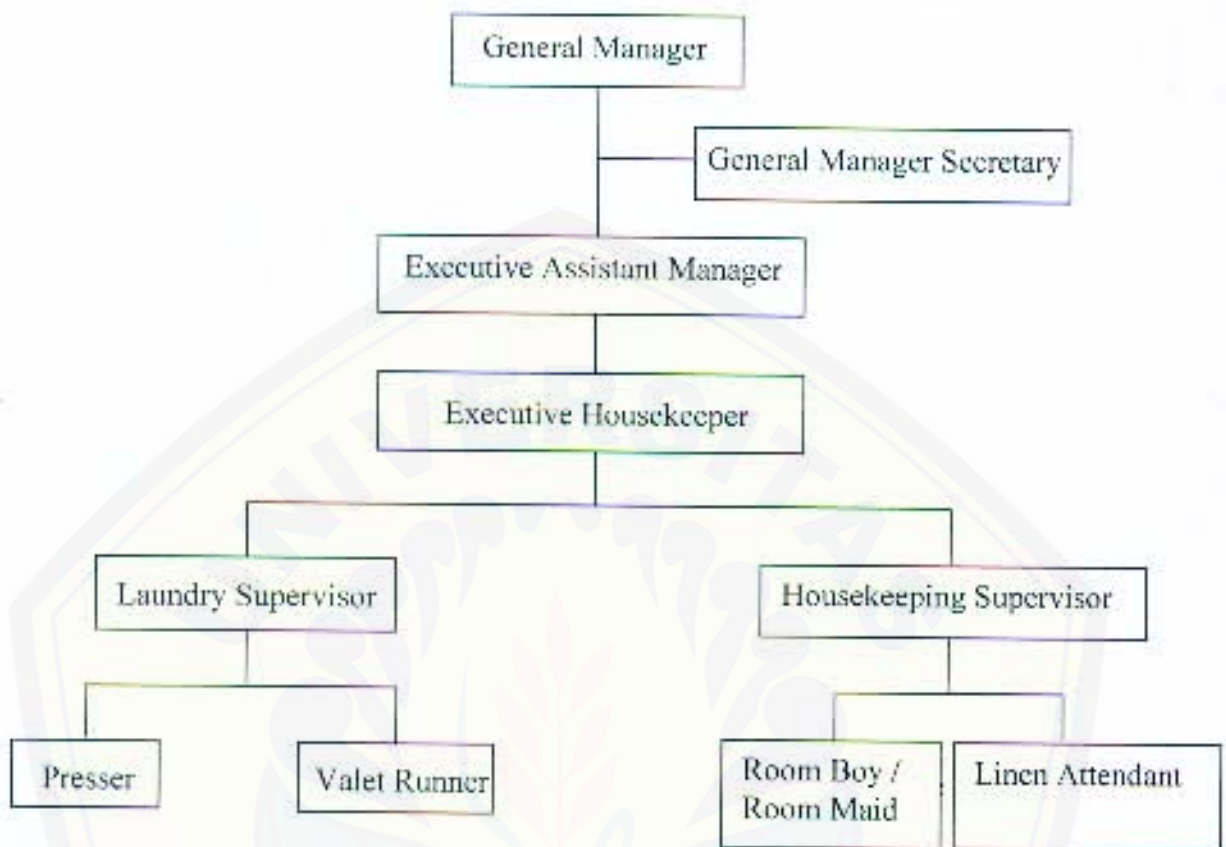
Brason and Lennox (1988:2) said that "Housekeeping, domestic administration or accommodation service is therefore essential in all type of establishment, whether hotels, clubs, hospital, or hostels etc, in order that shall be comfort, cleanliness and service in all this should be the concern of every member of the establishment". According to Brason and Lennox's opinion, housekeeping and administration duties of household or accommodation service are very important for hotels, clubs, hospital, etc in order each staffs are responsible to the comfortable, tidiness, and many more.

Beside John Ann, Surachlan Dimiyati (1989:67) also gives an opinion about the meaning of housekeeping department. He said, "Housekeeping department has the duties to keep the cleanliness, tidiness and completeness of guest's rooms, restaurant, bar and any places for the employees, except for kitchen area, dishwashing area, and garbage area. Because it is the responsibility of steward". Refer to the opinions, housekeeping department is the department, which is responsible to set the furniture and to keep the hotel cleanliness.

2.5 The Housekeeping Organization Structure

The executive housekeeper leads housekeeping department to be responsible to the cleanliness in the hotel. Housekeeping organization structure is the process of section, tidies, and responsibilities classification. Therefore, the good organization will be available to reach the main goal. By classifying the sections clearly, the employees know what they have to do. The reason for making organization structure is to remember the width of duty and responsibility range. The wider duty and responsibility range are, the wider employee organization structure will be. The housekeeping organization structure is also influenced by the width of hotel.

The Housekeeping Organization Structure



2.6 Housekeeping Departments Sections

The part of housekeeping must make the following sections to do the daily activities.

1. Room Section

Room section has a job as the cleaning service in the guest room, and provider to do the bedding.

2. Public Area / Houseman Section

The duties of houseman section are keeping the cleanliness and tidiness outside the guest room. Such as lobby, restaurant, bar, meeting room and others in the hotel.

3. Linen and Uniform Section

Linen and uniform section has a job to representative the housekeeper especially in organizing all of hotel linen and uniform including to send the linen to all outlets and to control the laundry.

4. Laundry Sections

In the best hotel, laundry section can stand itself without housekeeping. It has a responsibility to do linen cleaning. The responsibilities of this section are washing the linen, uniform, and guest's clothes.

5. Maintenance Section

The duties of this section are maintaining the equipments and view in the hotel well.

6. Housekeeping Office Section

Housekeeping office section has a job to do the administration and communication of housekeeping activities. A secretary who supervises the office clerk and order taker leads the office.

2.7 Housekeeping Roles and Responsibilities

Commonly, housekeeping roles and responsibilities are maintaining the hotel. Such as:

- a. Maintaining the cleanliness of hotel comprises to prepare, to clean the guests room and other facilities, and maintaining the public area (corridor, lobby, public rest room, pool areas, management offices, storage area, meeting room, dinning rooms, banquet rooms, and conventional hall).
- b. Supplying and providing the linen comprises to clean hotel linen, to maintain and to take care of linen condition.
- c. Giving additional service (reparation, laundry service, preparation hotel rooms, decoration, baby sitting and providing the lost and found section)

Housekeeping activities are very important. Because it is familiar with all of the hotel cleanliness. For example when and which of hotel must be done. Jane Fellows (1984:161) gives some examples of the areas that must be cleaned. Those are:

- Stair
- Lift
- Bedroom
- Convention hall

Jane Fellows (1984:162) said that housekeeping must have:

- Work specifications
- Job procedures
- Work schedule
- Duty areas

2.8 Job Description

In order for the employees to understand what they have to do, management side should make the job description. Boella (1986:12) explains that the goals of the job description are:

- a. Giving the understanding about job and standard performance
- b. Explaining about clarify duties, responsibilities, and authority in order to design the organization structure.
- c. Assisting in the requirement and placement of employees
- d. Assisting in the induction of new employees
- e. Providing in the information for training and management development
- f. Evaluating the jobs for grading and salary administration

In addition to Boella's explanation, Kasavana (1992:64) said that "Job description is a detailed list identifying all the key duties of a job as well as reporting relationships, additional responsibilities, working conditions and any necessary equipment and materials". Beside the job description which is explained by Boella and Kasavana, Lundberg and Armatas also divide it in two parts. They are Job analysis and job specification. Job analysis is the way to decide the procedure and housekeeping in the framework of observing the duties, such as by doing an interview towards job and clarification of the job results. In order to get data and fact about job and job recruitment. From

this analysis, the next step is job description. Orientations which are important to organize the job description are:

1. Explain its job
2. Use the sentences clearly
3. Don't force to explain the detail job
4. It should be clear and brief
5. Give an explanation if use special vocabulary

2.9 The Employee Needs

Usually the amount of employee in the hotel is various. It is influenced very much by the following several factors:

- a. Size of hotel
Size of hotel is the number of room and bed.
- b. Age and lay-out of the building
Age and lay-out of the building influence the efficiency of hotel operational and the number of employee needs.
- c. Ownership
Ownership also influences hotel operational
- d. Range and types of facilities and services
Range and types of facilities and services influence the amount of employee to do operating
- e. Quality of staff
Quality of staff influences the output which is reached
- f. Methods by which hotel services are provided
Methods by which hotel services are provided influence the number of employee and the level of skill which is needed
- g. Organization
Organization influences the amount of staff

h. Incidence of demand

Incidence of demand can be annual, monthly, weekly and daily activities. So the number of employee is uncertain. It can be solved by employing the part-time worker

2.10 The Arrangement of Job Schedule

The hotel operational regards to the direct service to the guests. The implementation of good schedule will assist the employee or staff to serve the guests well for twenty-four hours. Furthermore, every employee must be provided a good schedule, so the job will be enjoyable.

There are several things must be understood in arranging a schedule in order the job will be effective, efficient, and easy to control. Those are:

1. Do not create automatic schedule. It means not to make a patent schedule. Because it will make the employees feel boring.
2. Every employee in each shift must work together
3. The number of employee must be appropriated with the operational need
4. The arrangement of day-off should be divided evenly

In arranging the schedule, room supervisor must consider the number of guests based on Room Occupancy Forecast which is sent by Front Office Department. And also, room supervisor must learn from the experiences. Thus, the schedule can be effective, efficient and able to do the duties very well.

CHAPTER III

THE GENERAL DESCRIPTION OF HOTEL AIR PANAS ALAM SONGGORITI

3.1 History of Hotel Air Panas Alam Songgoriti

Songgoriti is known as tourist resort since last 10 century because there is Hindu's temple located in Songgoriti. The development of Songgoriti started on 1948 that was executed by the native society. The facility only provided 4 hot water bathrooms where the water was believed to be able to recover skin and bone disease.

In 1955, the bathroom from 4 bathrooms became 8 bathrooms with operational system consist of 1 coordinator and 4 staffs. In 1960, the rooms built again, it was 4 rooms lodging and 1965 it developed became hotel, but it was failed because of G 30 S/PKI tragedy. Hotel Air Panas Alam Songgoriti developed again on 60s-70s and in 1971 PEMDA Malang took it and executed by Jasa Yasa Company.

Under the Jasa Yasa hold, Hotel Air Panas Alam Songgoriti progressed satisfied fully. In 1973, the building was built up again from 4 rooms lodging became 12 rooms hotel named *Mawar*. From 1973- 1976, Jasa Yasa Company added the facility of 8 rooms hotel named *Anggrek*. In 1976- 1979, the hotel progressed again and again by built up Swimming Pool, Recreation Park, Receptionist Office, and 12 rooms named *Teratai*. In 1979- 1991, the hotel still progress by building up 8 rooms hotel named *Kenanga* and 8 lodging plus 1 room with the 65 employees which divided 1 General Manager, 8 Financial and Administrative Department, Swimming Pool Executive, Security, and Personal Department.

Because there are many hotels built up, the competition become higher. Then, PEMDA got difficulty compete with the private hotel. In March 1st, 1992 PEMDA decide to cooperate with P.T Bumi Mas Songgoriti. Since 1992 until now, the successful progress added the facility of 25 rooms cottage named *Cempaka*, Traditional Market, and renovated other facilities.

3.2 Hotel Location

Hotel Air Panas Alam Songgoriti is located on Administrative City Batu at Jl. Raya Songgoriti 51 Batu Malang. Geographically, it is stated on for about 900 meters from the sea level and surrounded by exotic landscape garden and pine tree, about 24 km from Malang city toward. Kotif Batu Kelurahan Songgokerto. The resort has beautiful views of Arjuna and Welirang mountains, and it is near with another tourist resorts such as Coban Rondo Water Fall, Cangar, Seleкта, and Selorejo Dam.

3.3 The Hotel Facilities

The facility of hotel is completely needed to make the guests comfortable. Complete facility will support the existence of hotel. Hotel Air Panas Alam Songgoriti has some facilities, and those are:

1. Room Facility

Hotel Air Panas Alam Songgoriti has different room types. Each room is completed by some facilities depend on the kind of room. They are 6 types of rooms such as:

- Suite Room (Wijaya Kusuma type) : 2 rooms
- Superior Room (Cempaka type) : 25 rooms
- Standard Room (Teratai type) : 12 rooms
- Standard Room (Anggrek type) : 8 rooms
- Standard Room (Kenanga type) : 8 rooms
- Standard Room (Mawar type) : 12 rooms

The total are 67 rooms, each room is completed by bathroom with it's facilities and bedroom with it's facilities.

2. Restaurant

The restaurant of Hotel Air Panas Alam Songgoriti named PINUS RESTAURANT that provided some kinds of food and beverage such as Chines Food, European Food, and Indonesian Food.

3. Convention Halls

The Hotel Air Panas Alam Songgoriti has three Convention Halls.

4. Swimming Pool with bar and lighting.
5. Fishing pound
6. Children Play Ground.
7. Traditional Market

It provides vegetable, fruits, and traditional kitchen equipment.

8. Bathroom with natural hot water within deep earth
9. Two Tennis Courts
10. Jogging area
11. MTB (Mountain Bike)
12. International Direct Call

13. Private Terrace

14. Room Service

It is part of F&B Department that services the guest who wants to eat and drink in the room. It has same menu with the restaurant, and then the room service will deliver in to the room.

15. Kinds of bed, there are five kinds of bed:

- Single Room : 1 bed for 1 person
- Double Room : 1 double bed for 1 person
- Twin Room : twin bed for 2 persons
- Double- double : 1 big bed for 2 persons
- Suite Room : the room is large and completed with Dining Room, Living Room, Kitchen Matte and Mini Bar

3.4 The Department of Hotel Air Panas Alam Songgoriti

To operate the organization is needed qualified human resource. In this case, providing and serving product needs a cooperation of each department. Therefore, it can support the hotel's progress and makes the guests become satisfy.

There are ten departments of Hotel Air Panas Alam Songgoriti, such as:

1. Front Office Department
2. Food and Beverage Department
3. House Keeping Department
4. Marketing Department
5. Accounting Department
6. Purchasing Department
7. Personal Department
8. Engineering Department
9. Security Department
10. OOD (Other Operation Department) such as:
 - Secretarial Service
 - Sport Club
 - Concession Office, and massage

3.5 Payment Systems

The standard payment is given by the hotel according to their position and compensation in hotel. There are five kinds of payment systems, they are:

1. Standard Payment

Company every month as an employee compensation based on their position and work time gives standard payment.

2. Service Payment

Service payment is given to the employee besides standard payment. It derives from 80% of all hotel income and shares to all employees without seeing their position and work time.

3. Overtime Payment

Overtime payment is given to the employee for their overtime work including work in holiday.

4. Subsidy Payment

Subsidy payment is give to the employee who has certain position such as manager and supervisor.

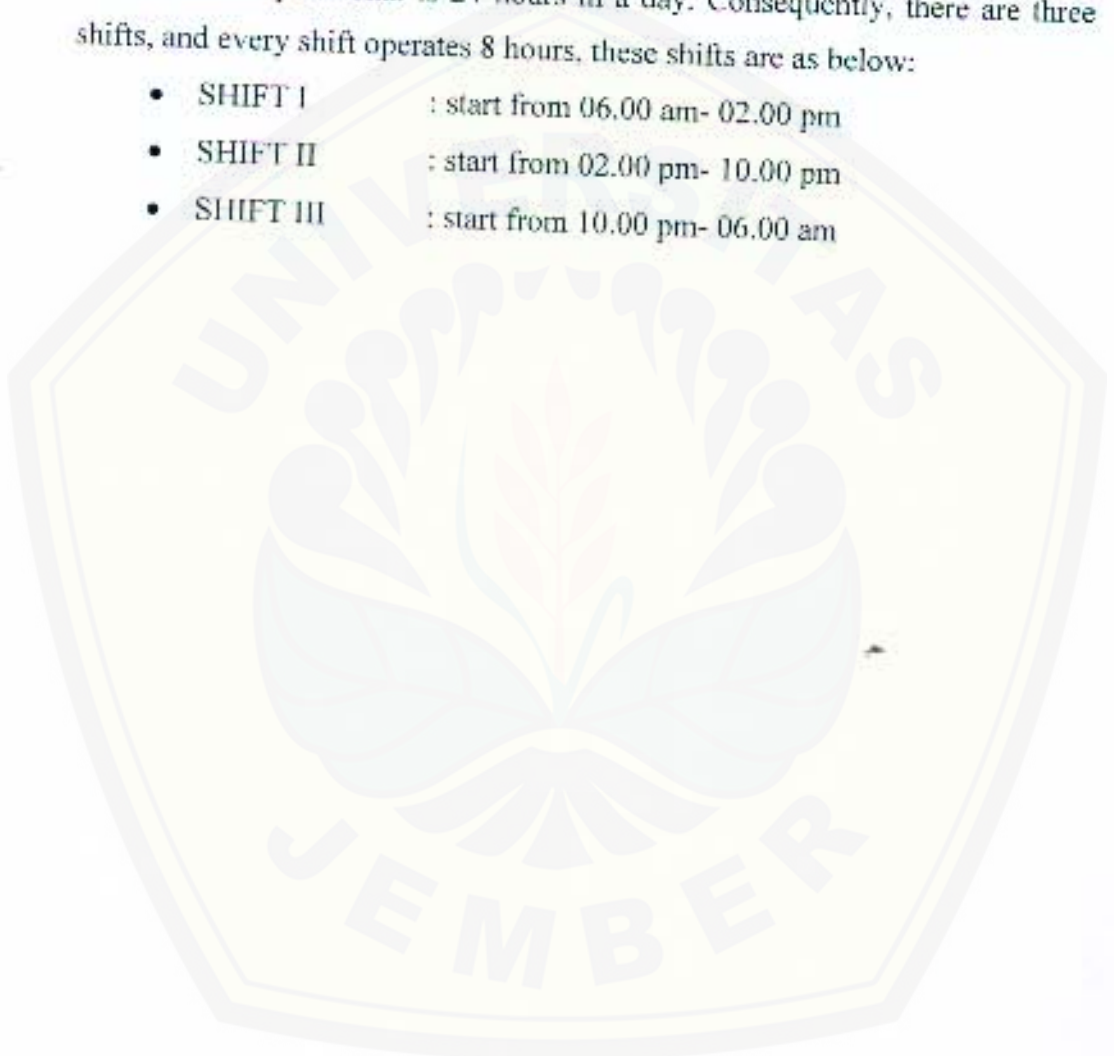
5. Meal Payment

Meal payment is given to the employee every month based on their work time and usually once every one shift.

3.6 Working Time

The hotel operational is 24 hours in a day. Consequently, there are three shifts, and every shift operates 8 hours, these shifts are as below:

- SHIFT I : start from 06.00 am- 02.00 pm
- SHIFT II : start from 02.00 pm- 10.00 pm
- SHIFT III : start from 10.00 pm- 06.00 am



CHAPTER V

CONCLUSION AND SUGGESTION

5.1 Conclusion

Arguably, the most innovative managers in the hospitality industry, executive housekeepers have diverse and challenging responsibilities. They must be first-rates managers with a sound understanding the basic of cleaning and preventive maintenance. They must understand and meet the needs of both their staff members and the property's guests. The close working relationships between housekeeping and all other departments within the property makes the executive housekeeper a pivotal decision maker. As many housekeepers point out, the roles and responsibilities of the executive housekeeper continue to expand. In the future, all maintenance, security, and traditional housekeeping functions may be under their management. For the present, executive housekeeper need to understand these basics :

1. The proper chain of command within the property
2. Management philosophies
3. Organizational charts
4. Staffing tables

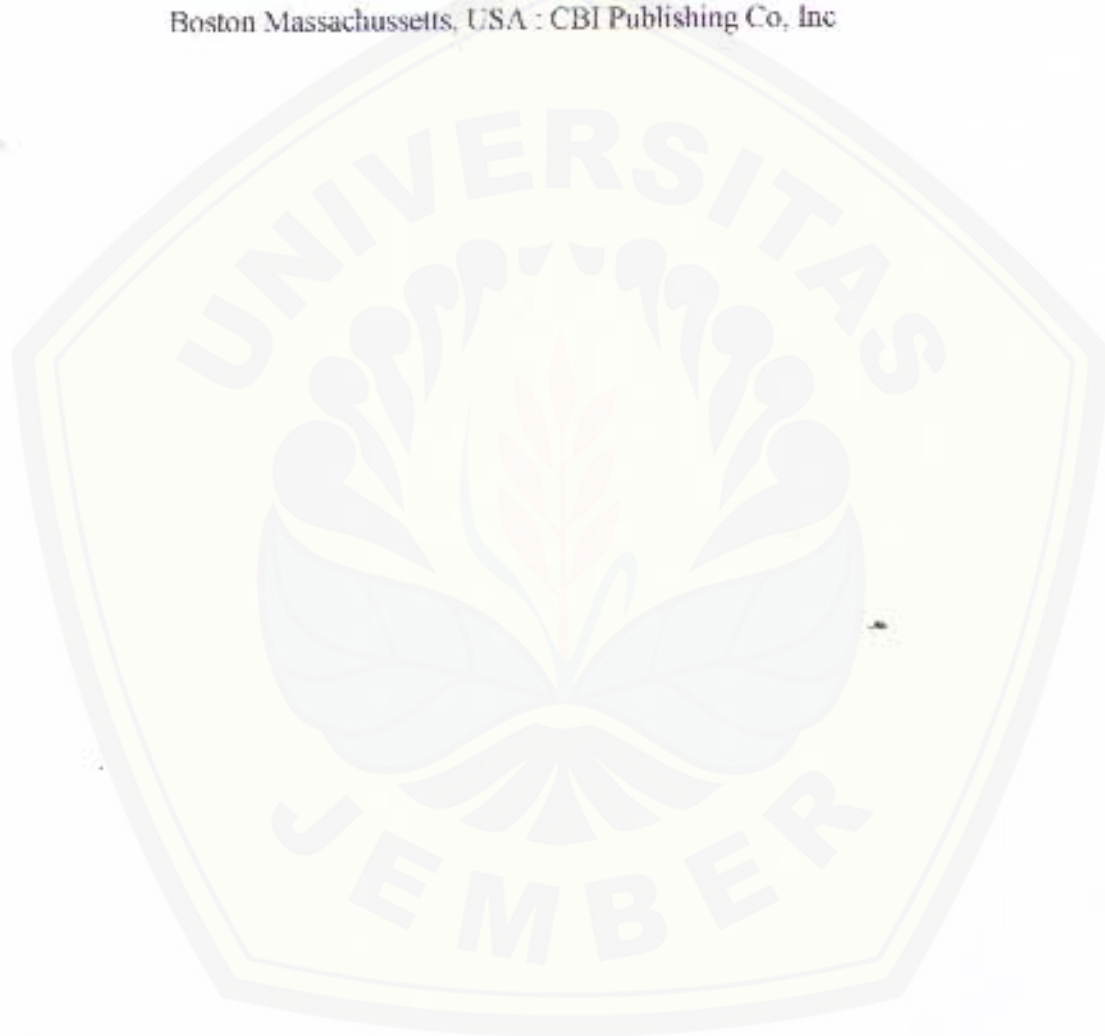
5.2 Suggestions

1. The hotel side should make facilities better specially room equipments.
2. The hotel side should increase the cleanliness and tidiness to get the guest satisfaction.
3. The hotel side should increase the human resource quality.



BIBLIOGRAPHY

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- Tucker, Georgina and Schneidder, Madeline. 1975. *Professional Housekeeper*.
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JALAN RAYA SONGGORITI 51 BATU MALANG 65312
 PHONE (0341) 593555 (HUNTING) FAX (0341) 593553

ROOM COUNT SHEET

DATE :

ROOM	PERSON	NATIONALITY	RATE (RP)	ROOM	PERSON	NATIONALITY	RATE (RP)
MAWAR	1			CEMPAKA	1		
	2				2		
	3				3		
	4				4		
	5				5		
	6				6		
	7				7		
	8				8		
	9				9		
	10				10		
	11				11		
	12				12		
TERATAI	1				14		
	2				15		
	3				16		
	4				17		
	5				18		
	6				19		
	7				20		
	8				21		
	9				22		
	10				23		
	11				24		
	12				25		
ANGGREK	1			WP	1		
	2				2		
	3			KENANGA	1		
	4				2		
	5				3		
	6				4		
	7				5		
	8				6		
					7		
					8		
					TOTAL		

S U M M A R Y

Total To Day Room Night Sold :
 Total To Day Guest / Person :
 Kurs US \$ 1 : Rp.
 CC : RM, M&S Mgr, Chief Accountant, File
 Prepared By



HOUSEKEEPER REPORT

DATE :

CEMPAKA				TERATAI		ANGGREK		KENANGA		MAWAR	
ROOM	STATUS	ROOM	STATUS	ROOM	STATUS	ROOM	STATUS	ROOM	STATUS	ROOM	STATUS
01		14		01		01		01		01	
02		15		02		02		02		02	
03		16		03		03		03		03	
04		17		04		04		04		04	
05		18		05		05		05		05	
06		19		06		06		06		06	
07		20		07		07		07		07	
08		21		08		08		08		08	
09		22		09		WIJAYA KUSUMA				09	
10		23		10						10	
11		24		11						11	
12		25		12						12	

ROOM NO.											
EXTRA BED											
ROOM NO.											
EXTRA BED											

ROOM NO	REMARK

V : VACANT
VD : VACANT DIRTY

OC : OCCUPIED
SO : SLEEP OUT

CO : CHECK OUT
OO : OUT OF ORDER

PREPARED BY

CHANGED DAY OFF / CANGED SHIFT

No. B

DATE	:	_____
DAY OFF	:	_____
SHIFT	:	_____
NAME	:	_____
POSITION	:	_____
DEPARTMENT	:	_____
KEPERLUAN	:	_____

YANG MENUKAR DAY OFF / SHIFT

YANG DITUKAR

MENGETAHUI

(_____)

(_____)

(_____)



HOTEL PANAS ALAM SONGGORITI
JL. RAYA SONGGORITI
BATU - MALANG

BUKTI PERMINTAAN BARANG

DEPARTEMEN :

NO.	NAMA BARANG	SATJAN	JUMLAH	HARGA	KETERANGAN

SONGGORITI,.....

DIPESAN OLEH,

DISETUJUI OLEH:
DEPT. HEAD,

GUDANG,

(_____)

(_____)

(_____)

LEMBAR 1. GUDANG
2. FILE



SONGGORITI RESORT

Songgoriti - Batu - Malang

Teip. (0341) 91126

OFFICER CHECK

- | | |
|-------------------------------------|---|
| <input type="checkbox"/> COMPLIMENT | <input type="checkbox"/> HOTEL |
| <input type="checkbox"/> DUTY MEAL | <input type="checkbox"/> P.T. BUMI MAS (PROYEK) |
| <input type="checkbox"/> MARKETING | |
| <input type="checkbox"/> TEST PANEL | DATE : |

NAME : _____

MENU : _____ Rp. _____

_____ Rp. _____

_____ Rp. _____

_____ Rp. _____

OFFICER SIGN : _____

APPROVED SIGN : _____



HOTEL AIR PANAS ALAM
SONGGORITI
BATU - EAST JAVA - INDONESIA





Attendance

SEHER WAGDE S.

ON THE JOB TRAINING

JULY 03, 2006

AUGUST 16, 2006

PENI ASTRIAWATI, SH

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