OJT REPORT: IMPROVING THE QUALITY OF HOSPITALITY IN TERM OF SERVICES AT HELIOS HOTEL MALANG

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D3 ENGLISH PROGRAM
AUGUST 2017
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OJT REPORT

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ABSTRACT


Key Words: OJT Program, Hospitality, Services, Guest, Helios Hotel.

On the Job Training or OJT program is to equip students with working experience and skills. By conducting this program, the students are prepared to be ready to get a job and face tight competition on working world in future. During OJT Program, the writer was assigned at Hotel Helios Malang as a Front Office Desk staff. There were several jobs of Receptionist, such as receiving incoming calls, greeting the guests, replying emails, and exchanging information during shift change. When the writer was in charge at reception, she found problems due to communication matter. The writer had encountered some difficult situations, like speaking for foreign guests. Although in fact the writer could understand the point of the conversations. According to the writer, OJT Program can be means of self-adjustment process to build a good work ethic for the students. In addition, from this OJT Program students are expected to be more responsible and professional on their jobs. In other words, this program is aimed to prepare the students who will enter working environment and handle the problems that might emerge in the future.
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This is to testify that the Final Report of OJT Program Presented by NUR WINARSIH on August, 15th, 2017 has been approved by the advisor for further approval by the Examining Committee.

Malang, August, 15th, 2017
Advisor,

Yasmin Farani, M.Pd, S.Pd.
APPROVAL

This is to testify that the Final Report of OJT Program Presented by NUR WINARSIH on August, 15th, 2017 has been approved by the advisor for further approval by the Examining Committee.

Malang, August 15th, 2017

Examiner 1, Examiner 2,

(………………………) (………………………)

Acknowledged by

Head of D3 English Program,

Drs. Suatmo Pantja Putra, M.Pd.
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