

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

OJT REPORT

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D3 ENGLISH PROGRAM

AUGUST 2017

**IMPROVING THE QUALITY OF HOSPITALITY IN TERM OF SERVICES  
AT HELIOS HOTEL MALANG**

OJT REPORT

Presented to University of Merdeka Malang  
in partial fulfillment of the requirements  
for the degree of *Ahli Madya* in Diploma Three of English

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## ***ABSTRACT***

Winarsih, Nur. 2017. *Improving the Quality of Hospitality in Term of Services at Helios Hotel Malang*. OJT Report. D3 English Program, University of Merdeka Malang. Advisor: Yasmin Farani, S.Pd., M.Pd.

**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.

## **ACKNOWLEDGEMENT**

First of all, I would like to express my deepest gratitude to Allah SWT for overflowing of blessing and guidance so that this Final Report can be finished on time. As a Moslem, I know that I cannot be successful without Allah SWT blessing. I also would like to gratefully acknowledge the contributions of the following people whose considerable efforts, suggestions, ideas and insight helped me to make this final report more valuable.

Secondly, I feel much indebted to Drs. Suatmo Pantja Putra, M.Pd as the head of D3 English Program for all his supports and guidance.

Thirdly, greatest thanks go to dearest Ms. Yasmin Farani, S.Pd., M.Pd as my advisor for her support and patience in guiding me finishing this Final Report. I also to thank all lectures for passing knowledge during my study. Many thanks are also addressed to all staff of D3 English Program for their services and help. And also to my beloved friend who has been together during this up and down final report; Digna Nurliana Rahmi, Mey Delia Safitri, Vivin Eka Sevitaningrum, Siska Ernawati and the only boy in the class Prasetyo Ardi.

Next, sincere thanks extended to Mr. Handi Widjaja Soetanto for a his warm welcome and permission for me to do observation at Helios Hotel Malang.

The last, I wish to say my greatest thanks to my family, my late (Father and Mother), my sister Titik Nurhayati and my only niece Reni Eka Mardiana for the support and prayer. Not forgetting my deepest gratitude and thankful heart to Management and to all the staff of Helios Hotel Malang, especially to my colleagues, Yanuar, Alazka, Angga, Monica, Siska, Dara, Indry and May, who has been giving unconditional support to me during my OJT at Hotel Helios.

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

Malang, August, 15<sup>th</sup>, 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, 15<sup>th</sup>, 2017 has been approved by the advisor for further approval by the Examining Committee.

Malang, August 15<sup>th</sup>, 2017

Examiner 1,

Examiner 2,

(.....)

(.....)

Acknowledged by

Head of D3 English Program,

Drs. Suatmo Pantja Putra, M.Pd.

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