

CHAPTER 2

INTERNSHIP ACTIVITIES

2.1 The General Description of Ijen Suites Resort & Convention Malang

Ijen Suites Resort & Convention is a 4-star hotel in Malang located in Jalan Ijen Nirwana Raya Blok A No.16, Bareng, Kec. Klojen, Kota Malang, Jawa Timur. Undoubtedly, Ijen Suites Resort & Convention Hotel in Malang provides an extraordinary atmosphere for business and leisure travelers. Those looking for an exceptional place to host events and accommodations can use Ijen Suites Resort & Convention Hotel, which combines resort design with convention facilities for the ultimate experience. In addition to that, this hotel also offers a wide variety of other facilities, such as a 24-hour Landbouw Restaurant, a Gym, a Sky Lounge, a swimming pool, a jacuzzi and sauna, a spa and massage, a 24-hour car rental service, a 24-hour drug store, a parking lot, a mosque, as well as Wi-Fi access throughout the hotel. The Sky Lounge is actually open for public as well. The Rooftop restaurant is located on the hotel's top floor and offers a seating capacity of 75 people with stunning views of the city's skyline. In the evenings it is the perfect setting for cocktails, dining, and relaxing. Additionally, the restaurant is well-suited to host corporate events and intimate gatherings of friends and family.

There are 12 floors in the Ijen Suites Resort & Convention and an additional building that houses the Landbouw Restaurant. There are 123 Superior Rooms, of which 88 are Superior Twins and 35 are Superior Doubles. Deluxe Rooms consist of 32 rooms divided into 20 Deluxe Twin Rooms, 10 Deluxe Double Rooms, and two Deluxe Balcony Rooms. Junior Suites Rooms with a total of 14 rooms.

Executive Rooms as many as seven rooms. Royal Suites Rooms as many as seven rooms. And only one President Suites Room located at the highest floor.



Picture 2.1 Ijen Suites Hotel

There are also eight meeting rooms with names taken from the names of wayang characters. Arjuna, Bima, Antasena, Abimanyu, Krishna, Yudhistira, Nakula, and Sadewa. And ree big ballrooms which can be combined into a Grandballroom with the capacities of 1.750 people.

2.1.1 History

PT AGIT PERKASA is a company whose main activity is running the hotel business. The establishment of PT AGIT PERKASA began with a desire to participate in the success of the national development plan in general and East Java in particular. The establishment of the company was carried out in Malang by notarial deed of Paulus Oliver Yoesoef, S.H. No. 274 dated November 26, 2014,

the deed of establishment was approved by the Minister of Law and Human Rights with Decree No. AHU-64925.AH.01.01 TH 2013 dated December 11, 2014. In carrying out these business activities, management is led by management with experience in the real estate, property and hospitality businesses supported by professional staff. Equipped with complete legal and administrative aspects as stated in the company's biodata. The realization of this purpose is to present a 4-star hotel with a resort concept that will meet the needs of the community for the comfort and luxury of a hotel in the middle of Malang City.

2.1.2 Vision, Mission, and Values

Vision : To be the best resort business hotel in Malang Raya

Mission : Providing more services to stakeholders from quality products through friendly, professional service, accompanied by innovation and modern technology.

Values :

1. Professional : To provide guests with a good customer experience, the hotel's employees must be knowledgeable about all the hotel's products.
2. Optimistic : There must be a definite belief in achieving a common goal as well as careful planning because the latter must be executed with great care.
3. Synergy : Independence is the basis of synergy. Independent in carrying out their duties and not being a burden to colleagues

and leaders so that they can work together synergistically and effectively.

4. Integrity : There is no doubt that honesty is one of the most valuable assets. There is a responsibility to carry out work even when superiors do not supervise it.
5. Tough : A persistent and determined individual who is always striving for success and is never willing to give up.
6. Innovative : All employees are expected to have a high creative spirit and can generate rupiah value, as well as in problem solving.
7. Victorious : Must be the best in all areas of both service and performance.
8. Efficient : Discipline must be encouraged because it is the key to efficiency.

2.1.3 Organizational Structure

Director : Ivan Resha Halim

General Manager : Suyitno Sujiharto

General Manager Secretary : Izaun Nurin

Sales and Marketing Manager : Heni Febriyanti

Front Office Manager : Lukman A.

House Keeping Manager : Aang Alvin B.

Banquet Manager : Anik Tri

Food and Beverage Service Manager : Arif Christian

Food and Beverage Product Manager: Oding

Engineering Manager : A. Kurniawan

Supervisor Engineering : Fatahillah

Human Capital Manager : Ruruh R. M.

Chief Security : Iwan

Financial Controller : M. Yoniansyah

IT : Ichsan

2.2 The Activities

From the 1st of July 2022 to the 30th of September 2022, the writer has been actively involved in the following activities at Ijen Suites Hotel & Convention Malang.

1. In daily activities, the author helps work in the Accounting section. Such as receiving goods from suppliers, registering goods that enter the warehouse, preparing goods requested from other departments, checking goods taken at night when no one is guarding the warehouse, ordering goods that are reduced or out of stock, and when the end of the month inspect the goods as a whole.
2. There is at least one event in a week, either a wedding or an official meeting. As an intern, the writer was asked to help at the event. Such as distributing buffet food, collecting dirty dishes, being ready if there is a shortage of people in certain sections, but mostly the writer was assigned to help guests.

3. The main activity carried out by the author is observing the interaction between guests and workers, both permanent staff and interns who specifically work in certain departments.

2.3 The Problems

During the time the writer was doing activities with the guests at Ijen Suites Hotel & Convention, the writer found a problem that led to miscommunication or inefficiency in handling guests from other countries when they are speaking English. Not all of the employees at Ijen Suites have the same proficiency in English. so that when a guest asked an employee other than the front office, the writer found the guest confused several times because the employee could not answer the guest's question. Another case involves a young employee who can speak English. In spite of this, the majority of them are too shy to speak out because of the possibility of grammatical errors, and because they do not have any experience talking to foreigners in person.