INTERN'S CURRICULUM

VILLA Front desk

Instructions:

1. Training Department is to ensure that the intern information of the form is correct.
2. Immediate superior is responsible to ensure that all learning topics listed are trained to the respective intern within the agreed period of time.
3. For each item the Intern has been trained in, against that item, the superior should

* check “√” in [ ] and fill in the name of the specific intervention in the blank cell,
* fill in the date,
* sign, and
* ensure that the Intern signs:

| NAME:  Praptika Dewintasari | | |
| --- | --- | --- |
| INTERN ID NUMBER:  32438 | NRIC / PASSPORT NUMBER: | HOTEL SCHOOL: |
| POSITION TITLE:  villa lobby | DEPARTMENT/SECTION:  Room-Villa | JOINED DATE: |
| STARTING DATE: | COMPLETION DATE: | DATE RETURNED TO SCHOOL: |

| FOR NEW BAND MEMBER / NEWLY PROMOTED / NEWLY TRANSFERRED BAND MEMBER | | Date Planned | Date Completed | Superior’s Initial | Trainee member’s Initial |
| --- | --- | --- | --- | --- | --- |
| CHECK IN / REGISTRATION | | | | | |
| [ ] | Internship Policy & Procedure Briefing |  |  |  |  |
| [ ] | Individual Training Plan briefing |  |  |  |  |
| GENERIC TRAINING PROGRAM | | | | | |
|  | New Employee Orientation Program |  |  |  |  |
| [ ] |  |  |  |  |  |
|  | Deliver Excellent Service |  |  |  |  |
| [ ] |  |  |  |  |  |
|  | Ayana Culture |  |  |  | [employee card](https://drive.google.com/file/d/1LWgogeV3wC_P_A0v-XejV8ppDXNdWaYV/view?usp=drive_link) |
| [ ] |  |  |  |  |  |
|  | Telephone Etiquette |  |  |  |  |
| [ ] |  |  |  |  |  |
|  | How to Handle outside activities |  |  |  | [bali recommeded](https://drive.google.com/file/d/1LY7RhL7QLFMp4DZ72JHeLqp5rJRGdRzq/view?usp=drive_link) |
| [ ] |  |  |  |  | [outside rec](https://drive.google.com/file/d/1LWpfbl-2z43w6fKkhrD1xptF-p0E9t3v/view?usp=drive_link) |
|  | Grooming standard |  |  |  |  |
| [ ] |  |  |  |  |  |
| TITLE | | Date Planned | Date Completed | Superior’s Initial | Band member’s Initial |
| DEPARTMENTAL TRAINING PROGRAM | | | | | |
|  | **General Overview of Front Desk Job Description and Working Area** | Date Planned | Date Completed | Superior’s Initial | Band member’s Initial |
| [ ] | 1. Hotel Product Knowledge |  |  |  | [ayana app](https://app.ayana.com/intro) |
|  | 1. Standard Front Desk Etiquette |  |  |  |  |
|  | 1. Front Desk Agent Checklist |  |  |  | [check list](https://docs.google.com/document/d/1SDvXlkGWE-V0B8FSypgfEehTKfOLMCx6/edit) |
| [ ] | **Understanding Hotel Operations** | Date Planned | Date Completed | Superior’s Initial | Band member’s Initial |
|  | 1. How to Define Room Classes and Categories |  |  |  | [room plan](https://docs.google.com/document/d/1tzQX7c9mA1LGFMYjbQV6ugm0keYoNN46/edit) |
| [ ] | 1. Room Availability Status |  |  |  | [room status](https://docs.google.com/document/d/1LVDSzQOo3HFUPX9rLqXe7ybulZcFH_1g/edit) |
|  | 1. Review Reservation Information |  |  |  | [review reservation](https://docs.google.com/document/d/10AFeV2b98R4__MvDlh6RriFeSDc5mRz9/edit?usp=drive_link&ouid=116306411796640824979&rtpof=true&sd=true) |
| [ ] | 1. Understanding butler section |  |  |  | – |
|  | **Service Processes and Sequences** | Date Planned | Date Completed | Superior’s Initial | Band member’s Initial |
| [ ] | 1. Sequence of Service( 3 step of service) |  |  |  |  |
|  | 1. Check-in Process |  |  |  | [Opera check in](https://docs.google.com/document/d/1bRSBXZ43__7JLUKlm915ht3oS8dlnw0w/edit?usp=drive_link&ouid=116306411796640824979&rtpof=true&sd=true) |
| [ ] | * + How to Print EA (Expected Arrival List) |  |  |  | [EA](https://docs.google.com/document/d/1_lBhsOYNoydNfbO4hychbWXbwpPdJtJ6/edit?usp=drive_link&ouid=116306411796640824979&rtpof=true&sd=true) |
|  | * + How to Handle Voucher Benefits Upon Check-in |  |  |  | [voucher](https://docs.google.com/document/d/1qaWJgzsEgSxmd7tsB8V0snv5InkazXxA/edit?usp=drive_link&ouid=116306411796640824979&rtpof=true&sd=true) |
| [ ] | 1. How to Fill the Registration Card |  |  |  | [RC](https://docs.google.com/document/d/1E-qMNsslysng0cpGTbLMSZZ60tGvqEnU/edit?usp=drive_link&ouid=116306411796640824979&rtpof=true&sd=true) |
|  | 1. How to Scan the Registration Card (RC) and Passport |  |  |  | [scan RC n pasport](https://docs.google.com/document/d/1RgnJnMuTJngx3nZ75B_RxROC2nZM2bnA/edit?usp=drive_link&ouid=116306411796640824979&rtpof=true&sd=true) |
| [ ] | 1. How to Secure Deposit |  |  |  | [deposit](https://docs.google.com/document/d/1qRSkHkpOd_vn7vIUlSdUgOqAQ2TadpQ4/edit?usp=drive_link&ouid=116306411796640824979&rtpof=true&sd=true) |
|  | 1. How to Issue New Keys/Duplicate Room Keys |  |  |  | [issue key](https://docs.google.com/document/d/1URxqHIsxdkb7kyOi-9rfhsN4l_cvtgtI/edit?usp=drive_link&ouid=116306411796640824979&rtpof=true&sd=true) |
| [ ] | 1. Check-out Procedure |  |  |  | [check out](https://docs.google.com/document/d/1zRC5BO8vm7XTSMaxrFBB7lPIhhcHtznO/edit?usp=drive_link&ouid=116306411796640824979&rtpof=true&sd=true) |
|  | * How to Print ED (Expected Departure List) |  |  |  | [ED](https://docs.google.com/document/d/1nurTIavMDaOzQ5qLdqjrD-z3k7VF6b0_/edit?usp=drive_link&ouid=116306411796640824979&rtpof=true&sd=true) |
| [ ] | 1. How to Handle Late Check-out |  |  |  | [LCO](https://docs.google.com/document/d/1JdlpDM8eI28cRRZ7MCVBbSvNRFSSPBY4/edit?usp=drive_link&ouid=116306411796640824979&rtpof=true&sd=true) |
|  | **Handling Financial Transactions** | Date Planned | Date Completed | Superior’s Initial | Band member’s Initial |
| [ ] | 1. EDC Machine Knowledge n OPI |  |  |  | [EDC](https://docs.google.com/document/d/1EuCSJARp6sTn7Zi9gFdKxbphRILOQ0jo/edit?usp=drive_link&ouid=116306411796640824979&rtpof=true&sd=true) |
|  | 1. How to Handle EDC Machine audit n Settlement |  |  |  | [audit n settle](https://docs.google.com/document/d/1FjmqmpD8wsbdw35jE5MQB0J2G5-0VEHi/edit?usp=drive_link&ouid=116306411796640824979&rtpof=true&sd=true) |
| [ ] | **Handling Guest Requests and Operational Issues** | Date Planned | Date Completed | Superior’s Initial | Band member’s Initial |
|  | 1. How to Follow-up Traces |  |  |  | [traces](https://docs.google.com/document/d/1f4fWOR-ei00j1Zvie29t_yLGAXyoPbx0/edit?usp=drive_link&ouid=116306411796640824979&rtpof=true&sd=true) |
| [ ] | 1. How to Handle Outlet Bills |  |  |  | [outlet bill](https://docs.google.com/document/d/1Pubsp0exp-WZ9r7kmqPp708H6ufJu5k2/edit?usp=drive_link&ouid=116306411796640824979&rtpof=true&sd=true) |
|  | 1. How to Handle Room Not Ready |  |  |  | [room not ready](https://docs.google.com/document/d/1CMK48r-eMV_rld1b-kQQNhFwY9dS2TE3/edit?usp=drive_link&ouid=116306411796640824979&rtpof=true&sd=true) |
| [ ] | 1. How to Handle Queue Rooms |  |  |  | [room not ready with hsk](https://docs.google.com/document/d/1CMK48r-eMV_rld1b-kQQNhFwY9dS2TE3/edit?usp=drive_link&ouid=116306411796640824979&rtpof=true&sd=true) |
|  | 1. How to Handle Villa Upgrades/ UPS |  |  |  |  |
| **Promotions and Packages** | | Date Planned | Date Completed | Superior’s Initial | Band member’s Initial |
|  | 1. Special Packages and Promotions |  |  |  | [festive seasons 2024](https://share.ayana.com/festive2024/BALI/EN/index.html) |
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