

Vocational Lecturer Internship Program in Improving Front Office Teaching Competence at Polytechnic eLBajo Commodus

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Abstract

Increasing human resources who are able to provide Front office services in accordance with needs, needs to be done by eLBajo Commodus Polytechnic as a vocational college to improve the quality of education that can meet the needs of industry, especially hospitality industry. One of the mechanisms is to open internship opportunities for lecturers. The implementation of teaching activities certainly needs adjustment to changes that occur in the industrial world. This is based on tourism characteristics that often change along with the development of technology and knowledge. New trends and habits continue to emerge that require the world of vocational education to metamorphose according to the circumstances and needs of the industry. The method used in this study is a causative method using a self-direct learning approach, Problem-based learning, observation, interviews and literature studies during the internship process which was carried out for one month at Sudamala Komodo Resort. This study shows several adjustments related to the theory of teaching Front Office courses. These differences include the front office organizational structure and its duties and functions, the check-in process, registration form, ComSet rate, room assignment, bell boy, house bank, courtesy call, and check out tailored to the needs and circumstances of the hotel and environment at Sudamala Komodo Resort.

Keywords: Vocational Lecturer Internship, Improving Teaching Competence, Front Office

Abstrak

Peningkatan sumber daya manusia yang mampu memberikan pelayanan Front office yang sesuai dengan kebutuhan, perlu dilakukan oleh Politeknik eLBajo Commodus selaku perguruan tinggi vokasi untuk meningkatkan mutu pendidikan yang dapat memenuhi kebutuhan industri khususnya industri perhotelan. salah satu mekanismenya adalah dengan membuka kesempatan magang bagi dosen pengampu mata kuliah. Pelaksanaan kegiatan mengajar tentu perlu penyesuaian terhadap perubahan yang terjadi di dunia industri. Hal ini berdasarkan karakteristik pariwisata yang sering berubah seiring perkembangan teknologi dan pengetahuan. Trend dan kebiasaan baru terus bermunculan yang mengharuskan dunia Pendidikan vokasi bermetamorfosis sesuai dengan keadaan dan kebutuhan industri. Metode yang digunakan dalam penelitian ini adalah metode kaulitatif dengan menggunakan pendekatan self-direct learning, Problem based learning, observasi, wawancara dan studi Pustaka selama proses magang yang dilaksanakan selama satu bulan di Sudamala Komodo Resort. Penelitian ini menunjukkan beberapa penyesuaian yang berkaitan dengan teori pengajaran mata kuliah Front Office. Perbedaan ini mencakup struktur organisasi front office serta tugas dan fungsinya, proses check in, registration form, ComSet rate, room assignment, bell boy, house bank, courtesy call, dan check out yang disesuaikan dengan kebutuhan dan keadaan hotel serta lingkungan di Sudamala Resort Komodo.

INTRODUCTION

The rapid development of tourism in Labuan Bajo Super Priority Destination requires human resources, especially from local communities who support the Penta helix of sustainable tourism. Local communities, especially the younger generation, need to be prepared to face the massive development and needs of the tourism industry in DPSP Labuan Bajo. Tourism vocational education is the answer that becomes a forum to prepare and form Human Resources who are ready to work in accordance with the needs of the tourism industry. Higher Education as an educational institution is responsible for producing graduates who are competitive nationally and internationally (Malaluan et al., 2020).

The responsibility of lecturers as teacher of Vocational Universities is certainly not limited only to the *Tridharma* of Higher Education. More than that, a vocational lecturer is required to be flexible in following the development of the tourism industry, able to utilize technology, flexible in communicating, sensitive to change, open minded which means open to changes or new things, and able to establish cooperation, especially with partners in this case the hotel industry (Wu, 2021). This ability certainly aims to form a learning platform that links and matches with the hotel industry so as to support the goals of Vocational College in creating a work-ready profile.

The implementation of teaching activities certainly needs adjustment to changes that occur in the industrial world. This is based on tourism characteristics that often change along with the development of technology and knowledge (Wang, et al., 2022). New trends and habits continue to emerge that require the world of vocational education to metamorphose according to the circumstances and needs of the industry. This is in line with several complaints from the industry against graduates who are considered not in line with the growing needs of the industry. This input is certainly a whip and trigger for universities to take a mechanism for solving obstacles that can answer user expectations and improve the ability or results of college graduates who can meet industry needs and are ready to competes in the world of work.

Efforts to achieve the goal of a competitive industry are carried out through a lecturer internship program. This program also supports teachers to make direct observations in the industry as material for comparison and adjustment (Link and Match) learning materials with Industry needs. The implementation of this program certainly supports the Merdeka campus program which is also a finding from the Directorate of Resources - General of Higher Education Research and Technology with the aim of opening opportunities for the formation of teaching matters that are integrated with industrial operations and management, especially the hotel industry (Simanihuruk and Sukma, 2023).

The hotel industry is one part of the growing tourism industry in Labuan Bajo. Tourism potential that attracts interest in visiting and the need for accommodation for tourists who visit certainly underlies the formation of the construction of various star hotels, such as Marriot, Katamaran, Mawatu and many more. Along

with the increasing number of hotels in Labuan Bajo, quality and competitive human resources certainly need to be improved. Hospitality is one industry that requires human resources with a dedicated service spirit. This supports the statement that service is the spirit that runs the business of the hotel industry.

Department in hospitality, especially the information center located in the hotel, namely the Front office needs to provide fast, precise and diplomatic services and information. This ability is important in the service of the Front office department as a connector of information between guests and industry. In improving human resources who are able to provide Front office services that are in accordance with needs, eLBajo Commodus Polytechnic opens opportunities for lecturers to build relationships with the hotel industry in improving Front office teaching through the Lecturer Internship program.

LITERATURE REVIEW

Vocational Lecturer Internship Program

The Industrial Lecturer Internship Program is an initiative formed by the Directorate of Resources, Directorate General of Higher Education under the Ministry of Education and Culture, which is based on the Law of the Republic of Indonesia Number 14 of 2005 concerning Teachers and Lecturers and the Decree of the Minister of Education and Culture Number 3 of 2021 concerning the main performance indicators of State Universities and Higher Education Service Institutions under the Ministry of Education and Culture.

This includes compliance with key performance indicators No. 3 regarding the involvement of lecturers in "*Tridharma*" activities outside the campus and key performance indicators No. 4 on the qualifications of lecturers holding PhDs, both through professional certification and recruitment from the professional, industrial, and business sectors.

The Industrial Lecturer Internship aims to provide opportunities for young lecturers to improve their skills and knowledge in their respective fields of study through practical training in various industries (Effendi, 2022). It is further explained that this program aims to enable selected lecturers to fully take advantage of this opportunity to improve their competence, which ultimately benefits the progress of academic institutions in the 4.0 era. In an era marked by rapid advances in educational science and technology, higher education plays an important role in fostering skilled human resources who are able to compete on a global scale. Universities need proficient lecturers who continue to improve their skills as educators and researchers.

According to data provided by the Global Competitiveness Report for Indonesia, the main areas that need to be improved are training, higher education, and innovation. It is essential to improve the quality of higher education, serving as

an important catalyst for the development of training, higher education and innovation. In addition to students, educators need to have the characteristics of the 4Cs (Critical Thinking/Problem Solving, Creativity, Communication, and Collaboration). This competency is not acquired instantly but requires a systematic training regimen.

Improving Front Office Teaching Competence

According to Djamarah (2011 in Aryani, 2019) learning is a sequence of cognitive and physical tasks that aim to bring about changes in behavior towards the environment. The changes that occur can be in the form of increasing or decreasing their positive behavior towards the environment, emotional, and psychomotor.

Basically, educational activities revolve around learning and play an important role in the educational journey. Improving abilities is carried out in various ways, such as improving front office teaching competence. The achievement of educational goals depends on experience in the front office department, which is the department within the hotel, responsible for the administrative and operational aspects associated with accommodating guests in the hotel.

This includes tasks such as registering guests, gathering necessary information, issuing room keys, assigning bellboys for guest assistance, and managing postal or messaging services. Learning Front Office Hotel aims to convey important information to students, emphasizing the importance of understanding and applying concepts through customized materials provided by educators. This approach helps in achieving learning goals by exploring and improving a child's early math comprehension, thus fostering problem-solving skills in the Front Office as a learner.

METHOD

This research was conducted at Sudamala Resort Komodo (SKLB), as one of five the star hotels in Labuan Bajo. The method used in this study is a causative method using a self-direct learning approach, Problem based learning, observation, interviews and literature studies. A self-direct learning approach is carried out to learn Front Office operational processes independently which is carried out through activity observation to see the workflow of the Front Office department. The Problem-based learning approach is used to see the problems contained in Front Office operations which are then poured as material for studying teaching materials.

The interview approach was conducted on several sources, namely, Cluster Human Resource Manager, Front Office Manager, Assistant Front Office Manager, Duty Manager, Front Office Supervisor, and Front Office team that runs Front Office operations at SKLB.

RESULTS AND DISCUSSION

Process of Preparation

The preparation carried out is the selection of lecturers who will become candidates for internship lecturers. This selection was carried out by the eLBajo Commodus Polytechnic higher education institution with various considerations to open opportunities for young lecturers in changing and improving teaching effectiveness. Internship lecturer candidates are given a briefing containing the background of the activities (reasons), goals, and outputs applied from the lecturer's internship activities. This briefing aims to equalize perceptions and prepare intern lecturers to be able to prepare the necessary things and map out what will be studied through industrial internship programs so that they can be adjusted to the needs of universities.

Submission Process

This process starts Internship program which are carried out for a month, starting from October to November 2023. The submission of this internship lecturer was carried out by the Polytechnic eLBajo Commodus, represented by the Director Secretary, Mrs. Pauli to the Industry in this case is Sudamala Resort Komodo, represented by the *Human Resource Manager*, Mrs. Maria. In the submission process, the industry explained the distribution of flows and an overview of internship activities in each division chosen by lecturers as interns.

The Internship

The lecturer internship process is carried out for one a month, starting from October to November 2023. This activity is carried out by following the schedule provided by the industry. The internship schedule distributed during the internship process can be seen in Table 3.1 below.

Tabel 1. Schedule lecturer internship Department Front Office

No	Days	Shift
1.	Monday	07.00 am – 15.00 pm
2.	Tuesday	15.00 pm– 23.00 pm
3.	Wednesday	09.00 am– 17.00 pm
4.	Thursday	09.00 am– 17.00 pm
5.	Friday	09.00 am – 17.00 pm
6.	Saturday	15.00 pm– 23.00 pm
7.	Sunday	Day Off

Data Source: Documentation, 2023

The lecturer's internship schedule is arranged for 8 working hours in 6 (six) working days and gets one day off. The shifts given consist of 3 (three) types, namely the morning shift which starts at 07.00 am until 15.00 pm, the morning shift which starts at 09.00 am until 17.00 pm, and the afternoon shift which starts at 15.00pm until 23.00pm. During the internship process, lecturers are treated like staff who assist Front Office operations. Unlike other divisions that give responsibility to interns to directly do small jobs such as the practice of being stewards, runners and so on, in the Front Office department, interns are directed to make more observations. It is due to the Front Office department is an information bridge for guests and the hospitality industry itself. Misinformation will

be very influential, so that intern lecturers are directed to observe and evaluate their readiness and skills by the Front Office Manager or Assistant Front Office Manager.

Based on the results of observations and comparisons during the lecturer internship process at Sudamala Resort Komodo related to theoretical and operational Front office material in the hospitality industry, there are several differences that are important to learn, so that they can be evaluated to achieve link and match material and industry needs. The visualization of the comparison results can be seen in the following table.

Table 2. Comparison of observations and theories related to the front office department

Variabel	Field Operations	Theory Taught
Organizational structure	The front office department at Sudamala Resort Komodo has a simple organizational structure. The FO Department is led by a Front Office Manager (FOM), then at the second level there is Assistant Front Office Manager (AFOM) who has a position equivalent to Duty Manager (DM), at the third level there is Front Office Supervisor (FOS) at the fourth level there is Front Office Staff followed by Bell Boy and Concierge, then ended by Trainees	The organizational structure of the Front Office department is divided into 7 levels, which are (1) the first level, namely the Front Office Manager (FOM), (2) At the second level there are the Assistant Front Office Manager (AFOM), Reservation Manager, Night Auditor, (3) Guest Relations Manager/Supervisor, Lobby/Duty Manager, Reservations Supervisor, Senior Cashier, (4) Guest Relations Executive, Front Office Supervisor, Reservations Agent, Cahiers. Levels five to seven are derivatives of Front Office Supervisor (5). At level five there are Concierge Supervisor, Senior Receptionist, Telephone supervisor, Bell Captain. (6) at level six there are Concierge Assistant, Receptionist, Telephone Agent, and Bell Boy. (7) Level seven consists of training participants (Simanihuruk and Sukma, 2023).
Duties and Functions	Each member of the Front office department team adheres to cooperative teamwork, meaning that each department can help with each other's tasks, for example the concierge or bell driver can carry out duties as a bell boy if crowded, and vice versa.	Each section it Front Office department has its own duties and responsibilities.
Proses Check in	The check-in process takes a maximum of 3 minutes, because the guest registration form only needs to be signed by the guest and most guests use the payment method using Travel Account or using a deposit system. Although there are still some guests who use payment on PA (Personal Account) so it requires a withdrawal process from card, cash or digital payments.	Check-in guests need to complete the registration formular or registration form and follow the check-in flow by making a deposit payment so that guests need a long time in the check-in process (Simanihuruk & Sukma, 2023).
Registration Form	The Registration Form contains guest data that has been filled and only needs to be ensured for suitability. In addition, in RC there are terms and conditions that need to be agreed upon by guests during their stay. Guests only need to sign the RC if the data is complete and agree with the regulations provided by the hotel.	The Registration Form only contains the guest's personal data that needs to be filled in by the guest at the time of check-in.
Payment Methods	Payment sources are divided into three, namely Travel Agent Account, Personal Account and Company Account. In Travel Agent Accounts, payments are usually not billed to guests. Guests who check in will be processed immediately and then escorted to the room that has been booked. This also applies to company accounts. Usually, the hotel will apply a deposit system to this payment. Unlike TA and CA, in the Personal Account type, room payment will be directly billed to the guest, if payment has not been made. Usually, when	Payment for rooms, spa services, or meals can be made via cash or credit card.

	booking a room, guests will provide VCC as a guarantee, but the hotel has not made a withdrawal for room payment. So, payment will be held when the guest checks in.	
Room assignment	The Conventional key is still in use	Room keys can be carded or manual keys
Bell Boy	When crowded (high season) or bell boy is on lunch / dinner break Front Office team, both staff, concierge, bell driver, even manager will help deliver guests along with luggage (luggage) to the room	Guests will be escorted to the room by the bell boy
House Bank	Refunds to guests using money from House bank are rare. House Bank is used to store operational funds that will be reimbursed to the finance department	Use of House Bank is active for refunds to guests because all transactions use cash or with credit cards
Courtesy Call	The FO Team (Staff/Trainee) is trained to make courtesy calls to guest rooms on Check Out day (every 10.00 am) to remind Check out time	GRO (Guest Relation Officer) who makes courtesy calls to guest rooms that have just checked in to ensure the facilities obtained are complete.
ComSet Rate	ComSet rate monitoring is carried out every day which is filled by staff in the morning shift through WhatsApp Group Competitor in West Manggarai Regency	ComSet Rate monitoring on main competitors is done through the dashboard of the STAAH Channel Manager application for 14 days ComSet rate
Check Out	Check out takes no more than 4 minutes. The guest returns the key to the FO staff, then the Check out information is informed to the housekeeping department through Handy Talky to check the room and make sure no items are left behind and ensure the mini bar consumption information is as submitted by the guest. After that, show checking invoices in the VHP system and make payments if there are invoices. Then ask for feedback from guests.	The Check out process takes five to 7 minutes with the process of seeing the outstanding of the guest and showing the invoice bill and returning the remaining deposit. Ask guests if there are any problems or feedback during the stay directly informed to the relevant department through Handy Talky (HT)
Briefing/Handover	All information (constraints or handovers) is recorded in the FO daily log book and reported to the supervisor who will then be discussed during the briefing.	All work-related information is recorded and submitted during briefing

Data Source: Data processing, 2023

Terms In Hotel Operations

Based on observations, there are several terms that are often used in front office operations at Sudamala Resort Komodo: (1). House Bank. House Bank is cash used for cashier operations, for example for money exchange and returns. Financial management in front office department operations is managed by FO staff using House Bank. Operating Costs are calculated and recorded by each employee on duty in the morning shift. If there is a lack or discrepancy in data, the employee will be responsible. House Bank at SKLB is usually used for Front Office operations, such as refueling vehicles, equipment or vehicle maintenance and various other operational needs. These operational costs will be reported to the hotel's finance department in order to apply for reimbursement.

(2). Welcome Letter. Welcome Letter is a letter prepared to welcome guests, this letter contains greetings, thanks and explanations about the hotel. Welcome letter is one of the conventional ways to touch (attach) the guest's heart, so that guests feel anticipated and feel comfortable. This letter is prepared the day before the guest checks in by looking at the expected arrival list at the hotel occupancy. Then this letter will be given to the housekeeping department to be prepared in the guest room. In some hotels the welcome letter is converted into a welcome card with a more modern, simple and eye-catching design.

(3). Departure letter. In House Guest or guest staying at the hotel will get a departure letter a day before Checking out. This letter aims to remind guests of the CO schedule. In some hotels, such as Sudamala Komodo Resort, the departure letter is sent together with the guest's billing invoice, with the aim of reminding guests that there is a bill, so that payment in the CO process can be easier. (4). Form interdepartmental. Interdepartmental form is a form used to submit requests for guest needs from the FO department to other departments. For example, there is a guest request to prepare a birthday cake, then the FO department needs to submit a birthday cake request to the F & B department or Kitchen so that it can be prepared according to the guest's request.

(5). Rooming list. Rooming list is a list of rooms that have been booked by group guests. This list is prepared to facilitate the process of checking the suitability of the rooms booked by guests at the time of check-in. (6). Courtesy call. Courtesy is one way to approach guests to get information. Courtesy is divided into two methods, either in person or by telephone. Courtesy which is a mandatory agenda of FOD is courtesy call. CC is usually done in the morning at 10.00 am which aims to remind guests regarding the Check-out time, which is until 12.00 WITA.

Checking In

Check-in is a registration process carried out by guests when they want to stay at a hotel. In this process, guest data will be confirmed for suitability. Things that need to be adjusted are the guest's name, length of stay, room type, email address, telephone number, number of guests who will stay and payment method for the hotel room booked. To check guest data, an identity card (KTP) is required for domestic guests; As for foreign guests, Passport and Visa are required. The guest's identity card will be photographed as hotel data, which will also be used to create a guest card in the hotel system. This also helps to make it easier for hotels to remember guests, so that at the next visit the hotel does not need to make a new guest card. During the registration process, the terms and conditions and regulations of the hotel are also explained to the guest. The registration process also needs to be updated on the system used by the hotel.

This status renewal is important so that the status can be known to all departments in the hotel. The process of this check on the system (VHP) is as follows: (1). Welcoming guest. Welcoming guest is defined as a form of mechanism to achieve the expected goals, namely to provide a sense of place attachment to guests either staying or just visiting Sudamala Resort Komodo. According to the Front Office Manager, Mr. Hendra, guests at the hotel are people who visit the hotel, ranging from guests who stay (using hotel facilities) to people who pick up guests (drivers). To all types of guests, FO Team needs to provide the same welcome according to the standards of Sudamala Resort Komodo. The standard is that welcoming starts from the front of the lobby, this gives the impression that guests are warmly welcomed, so guests will feel welcome and anticipated; opening the door of the guest's car, helps make the guest feel special: a). Serve welcoming drink and Shiori (If any), b). Collecting data of passport/ID Card and visa of visa passport of the guest (take a picture and a data based), c).

Check reservation list on VHP, d). Check reservation comments to see the payment method.

Payment sources are divided into three, namely Travel Agent Account, Personal Account and Company Account. In Travel Agent Accounts, payments are usually not billed to guests. Guests who perform this Check will be processed immediately and then escorted to the room that has been booked. This also applies to company accounts. Usually, the hotel will apply a deposit system to this payment. Unlike TA and CA, in the Personal Account type, room payment will be directly billed to the guest, if payment has not been made. Usually, when booking a room, guests will provide VCC as a guarantee, but the hotel has not made a withdrawal for room payment. So, payment will be made when the guest checks in.

(2). Payment on TA/CA. If payment is made through TA/CA, guests can be checked in immediately by pressing check-in on the VHP toolbar. (3). Payment on PA. If payment is made using the Personal Account method, it is necessary to collect Payment. The collect payment process is as follows: Open VHP, Login VHP, Select RSV with a check mark, Select Reservation, select guest name, Right-click, select F/O Invoice, Check the room bill list and collect according to the amount stated, payment can be made via cash payment method, bank transfer, QR code, or using debit/visa/master card. After the payment process is complete, it is necessary to post payment on the VHP system so that the one bill amount can change, the steps to post payment are.

During Stay

As long as guests stay at the hotel, they will certainly carry out various activities that are related to the facilities contained in a hotel. As for the various activities that will be carried out by guests who stay, they will usually be conveyed to the Front office Department with the aim of obtaining information related to the activities they will do. Based on this, the department staff needs to have Product Knowledge, so the Front Office department at Sudamala Resort Komodo conducts training, which is carried out every time the briefing process ends.

Food and Beverage Departement. Food and Beverage department is divided into two, namely F&B Service and F&B Product. Sudamala Resort Komodo has three F&B Service departments, Wae Rebo Restaurant, Manta Café, and Pool Bar; and 1 F&B Product department, namely Kitchen, Banke and Pastry/Bakry. As a support for guests' primary needs, the restaurant is one of the most asked departments by guests staying at Sudamala Resort Komodo. Usually, the information sought is information related to operating hours at the restaurant (06:30AM to 22.00PM), availability (availability) early Breakfast or late dinner, Restaurant Location and availability of reservations both breakfast, lunch and dinner. In terms of certainty of information, usually the Front Office will confirm to the Food and Beverage department.

Housekeeping. Housekeeping is one of the departments in Sudamala Resort Komodo. Housekeeping is in charge of ensuring the hotel area is clean. In hotel operations, the Front Office Department needs to coordinate with DHK. As for

things confirmed to DHK, for example, hotel room status (Vacant Clean / Vacant Dirty); usually this happens when guests want to check in. During the stay, guests will also ask to clean the room (make up room), guests will leave the key and ask the receptionist to clean the room. Usually this is done when guests will go out of the hotel (for sightseeing, shopping and other activities). Upon receipt of such information, DFO will inform DHK.

When guests want to Check Out, DFO needs to inform the room number that checks out so that DHK can help ensure that no guest items are left behind, check if there is consumption of food or beverages stored in the minibar (Products stored in the minibar are products that incur additional charges) and then immediately clean the room. In addition to cleaning services, HK also provides laundry services.

Laundry is one part of Housekeeping that provides services to ensure guests get convenience in cleaning clothes. When guests check in DFO needs to explain the laundry services provided by the hotel, if they want to use the services, guests can directly call DHK or can inform DFO. Check list of items that have been provided in the closet in the guest room needs to be filled in before the guest hands over the items to be washed. However, usually guests who want to use laundry services will immediately bring the items to be washed to DFO without bringing a check list. Thus, DFO still prepares a checklist and will ask guests to make a checklist of item adjustments as data to avoid misunderstandings.

SPA. SPA is one of the facilities provided by the hotel to provide comfort to guests. Sudamala Resort Komodo has a SPA named "SUDJIVA SPA". This facility makes it easy for guests to enjoy vacation, especially guests who have traveled to the islands around Labuan Bajo. Usually, guests will ask for information related to SPA reservations, therefore, the FO Department prepares brochures at the receptionist desk. If you really know you are interested, then guests will be directed to SPA SUDAJIVA.

Wakeup Call. Wakeup call is a service that guests usually request. Usually, wakeup calls are often requested by group guests, who are having activities (work meetings). The PIC will inform the WUC request. The information needed is the time and room number to be WUC.

Shuttle dan Taxi. Hotel operations require transportation that can provide convenience for guests. Sudamala Resort Komodo provides two types of transportation, namely Complimentary Shuttle and Private Taxi. Complimentary Shuttle is an amenity provided free of charge to help the mobility of guests staying at Sudamala Resort Komodo. This amenity is provided every one hour, starting from 09.00 WITA to 16.00 WITA.

Bookings are recommended one day before. Because this shuttle is free, guests will share it with other guests (sharers). As for the travel route, the hotel usually has provided it, and it cannot follow the wishes of guests. The route owned by SRK is SKLB-ART-KU-HRB-SKLB. In addition to predetermined hours, the use of cars (taxis) is charged. The advantage of using a taxi is that it is private and the route will be determined by the guest and can be requested according to the guest's needs.

Extend stay. Extension of stay at a hotel or in other words extend is served based on guest request. Some of the reasons guests extend their stay are extended business trips, convenience with hotel services, or guests' interest in visiting the area at the destination. Extend stay is usually requested by guests to staff who then report to PIC (Manager / Assistant manager / duty manager) on duty when the report is submitted. The PIC will process the request by looking at the hotel's occupancy. If the occupied room does not have bed to bed status, the extended stay can be immediately approved. However, if the room status is B2B then, PIC will offer move room / upgrade / downgrade room.

Checking Out

Checking out is a guest check-out process, meaning that guests who have stayed will leave the hotel. In this process, it is important to prepare guest billing invoices, so that during the payment process invoices can be given. In some hotels, supporting bills from departments are also prepared, in order to help guests remember all types of consumers in each department in the hotel.

Guests who will check out report to the receptionist the following are the steps to serve guests check out: 1). Welcoming guests and checking in is important so they feel cared for; 2). Make sure guests are ready to check out; 3). Receive room key/card from guest; 4). Inform the status of the room to the housekeeping team / department via HT / Telephone. This is so that the HK team can help check the guest room, so that if there are items left behind, they can be directly informed to the guest. Another purpose is to ensure the room is in good condition (no damage / lost) and ensure the consumption information of mini bar products is in accordance with the information submitted by guests; 5). Check bills and confirm bills to guests. The billing bias is the guest's consumption bill during the stay, for example bill invoices from restaurants, spas or pool bars; 6). After the bill is confirmed, ask the method of payment that will be used. Whether using cash payment, debit/visa/master card, QR and others; 7). Confirm payment to guests; 8). If payment is completed, guests can leave the hotel; 9). After that, the receptionist needs to post payment on the system so that the room rate becomes 0 (zero). The payment posting steps on VHP are as follows: Click on the guest's name and Right-click, select F/O Invoice; 10). Change guest status (check check out) so that the room becomes empty on the system.

The Withdrawal Processes

After a month of lecturer internship program at Sudamala Resort Komodo, the Internship Lecturer participated in the Graduation event which marked the end of the Lecturer internship process and will return to work at the vocational collage, eLBajo Commodus Polytechnic.

The withdrawal event was attended by the hotel, represented by the general manager of Sudamala Resort Komodo, Head of each Department, and Human Resource Manager. Meanwhile, the campus is represented by the Secretary Director and Internship Lecturers. The documentation of Withdrawal activities can be seen in Figure 3.1 below.



Figure 1. Certificate Submission by GM SKLB
Data source: Personal Documentation, 2023



Figure 2. Withdrawal of Lecturer Interns
Data source: Personal Documentation, 2023

CONCLUSION

Lecturer internship activities at Sudamala Resort Komodo are expected to increase front office knowledge and improve teaching quality by adjusting the subject matter to industry needs. Based on the results of the lecturer internship, there are several adjustments related to the teaching theory of Front Office courses. These differences include the check-in, during stay, payment, and check-out processes that are tailored to the needs and circumstances of the hotel and the environment at Sudamala Resort Komodo. Link and match teaching materials and industry needs are expected to be material for developing more innovative human resources in developing curricula that are more in line with the world of hospitality so as to produce graduates who are competitive nationally and internationally

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