

## CHAPTER II

### LITERATURE REVIEW

This chapter will follow the definition of each variable such as student experiences, internship program, the definition of front office department, duties and responsibilities for implementing training, housekeeping, and the Onsen Hot Spring Resort Batu.

#### 2.1 Students Experiences

The entirety of a student's engagement with the learning environment, both within and outside of the classroom, is considered their experience. Their whole learning path is shaped by a variety of experiences, including social, intellectual, and personal ones. The significance of the student experience lies in its ability to impact their motivation, engagement, and academic achievements (Pötschulat et al., 2021). Meanwhile, according to Arnold (2022), the entirety of a student's educational experiences, encompassing social, academic, and emotional aspects that impact their success, learning, and overall well-being.

According to Torbjørnsen et al., (2021), the term "student experience" describes all of a first-year college student's experiences, including the guidance, resources, and engagement opportunities that support their success in the classroom and beyond. Based on (Sabri, 2011), the phrase "student experience" encompasses all of the things that students go through while attending a college or institution. Numerous components of this experience have an effect on students' psychological, social, and intellectual lives.

Based on descriptions above, it can be concluded, the idea of a student's

experience includes all of their contacts with the educational setting, both within and outside of the classroom. A student's educational career is shaped by a multitude of social, intellectual, and personal experiences, all of which are included in this holistic perspective. The significance of the student experience is seen in its deep influence on students' involvement, motivation, and academic performance.

## **2.2 Internship Program**

An internship, typically a temporary arrangement provided by organizations to students or recent graduates, offers hands-on exposure to a particular field or industry. It aids in skill enhancement, fosters industry comprehension, and facilitates networking. Internships, which can be either paid or unpaid and vary in length, bolster resumes, often pave the way for employment opportunities, and smooth the transition from academic studies to professional careers by furnishing valuable practical experience.

According to Zhu et al., (2023) student internship programs within the context and suggests implications for developing internship curricula in hospitality management and fostering the career development of international students. It emphasizes the importance of carefully orchestrating internship programs to guide students' career paths effectively. The article delves into both theoretical and practical implications of this recommendation. Based on (Kapareliotis et al., 2019) Students who participated in internship programs displayed positive evaluations across various dimensions of work readiness. They demonstrated a clear understanding of employers' expectations and effectively

applied a range of academic, high-order, and professional skills required in the workplace. Additionally, they placed more emphasis on intrinsic rewards over extrinsic ones.

Based on the descriptions provided, it can be concluded that internships play a crucial role in the professional development of students and recent graduates. These programs offer practical exposure to real-world work environments, enhancing skills, understanding of industries, and networking opportunities. Moreover, research suggests that well-structured internship programs contribute to students' readiness for employment by aligning their skills with employers' expectations and emphasizing intrinsic rewards. Overall, internships serve as valuable pathways for transitioning from academic studies to successful careers.

Furthermore, the outcomes of this learning will promote improved comprehension, involvement, and motivation across a range of disciplines, highlighting the importance of on-the-job training within the curriculum and program, particularly for students hoping to pursue careers in hospitality studies (Aswita, 2021).

### **2.3 The Definition of Front Office Department**

The front office represents a company's division that directly interacts with customers. This includes roles such as customer service, sales, and industry experts who offer relevant consultations.

Additionally, the front office is directly responsible for generating revenue for the company. However, it depends on support from the back office, including human resources, technology, internet, and administrative functions.

Typically, the front office division is positioned at the front as the primary point of contact between the organization and its customers. It serves as the main interface for the services offered by the organization to its guests.

For instance, the reception area, often located near a hotel's main entrance, exemplifies this setup. In the hotel industry, the front office is at the forefront, performing guest service duties and delivering the best, friendliest service to customers.

#### **2.4 Duties and Responsibilities for Implementing Training**

The reservation department has the task of recording and processing all room reservations accurately, making room reservations, accepting room reservations by telephone or in person. Reservations must understand the products and services sold at the hotel. Process booking requests made by potential guests for the goods or services they want within a certain period.

Serving customers and potential guests is the primary responsibility of a front desk employee. Naturally, the front desk is also in charge of greeting and tending to visitors. The front desk agent (FDA), bell driver, and reservation section are just a few of the several divisions within the front office department. These are sections of The Onsen Hot Spring Resort Batu's front desk.

The reservation department's duties include making bookings, taking reservations over the phone or in person, and precisely recording and processing each reservation. Reservationists need to be aware of the goods and services the hotel offers. Within a specified timeframe, handle reservations submitted by prospective customers for the products or services they desire.

## **2.5 House Keeping**

Housekeeping involves maintaining cleanliness and order in buildings, particularly hotels. It includes cleaning guest rooms, replenishing supplies, maintaining public areas, managing laundry, conducting inspections, performing minor repairs, and managing inventory. Effective housekeeping is essential for ensuring guest satisfaction, meeting health and safety standards, and upholding the establishment's reputation and efficiency. According to (Choy et al., 2021) The findings show that all participants recognized the hotel's environmental sustainability initiatives, which have the potential to benefit stakeholders.

However, despite various green practices in hotel housekeeping, some strategies may not be as impactful as anticipated. There are discrepancies between management's expectations and the actual practices, leading to an increased workload for frontline room attendants due to inadequate policy enforcement and supportive measures.

## **2.6 The Onsen Hot Spring Resort Batu**

According to Liu et al., (2019) for those who love the outdoors, the Onsen Hot Spring Resort is the perfect place to stay because its suites provide stunning views of the mountains. The hotel, which is well-known for its exceptional service and welcoming staff, ensures that visitors have a delightful and memorable stay. The resort's attraction is enhanced by the cold, refreshing atmosphere, which provides the ideal environment for unwinding. The resort also has a lot of picturesque locations that are great for photography, drawing guests from both domestic and foreign locations. Consequently, The Onsen Hot Spring Resort has emerged as a

preferred location for individuals in search of tranquility, outstanding friendliness, and breathtaking natural landscapes.

### **2.6.1 History of The Onsen Hot Spring Hotel & Resort Batu**

The Onsen Hot Spring Resort is an authentic Japanese hotel. Traditional Japanese food, hot springs, and a variety of outdoor activities are all available at the hotel. It's crucial to take time to unwind and feel calm. Experience in a peaceful environment. The address of the hotel is 98 Jalan Arumdalu, East Java's Songgokerto, Kec. Batu, Batu City, 65312, Batu City (Stephani 2020)

Originating from Japan, Onsen (温泉) is the Japanese term for hot springs and bathing places with hot water that comes out of the earth. Inns that have hot springs are called onsen inns (onsen yado). Tourist towns that develop around hot springs are called onsen towns. This hotel was built in 2017. It consists 24 cottages, with 6 Executive Suits Cottages and 18 Deluxe Suits Cottages types. The hot spring called Onsen and there also megumi kiosk as the souvenir store.

### **2.6.2 Onsen Resort Hot Spring Structure Organization Front Office**

#### **1. Front Office Manager**

The front office manager is tasked with managing, organizing and ensuring that all operations carried out by the front office team run smoothly and under control. The front office manager must also direct and supervise the performance of the staff under him. Front office managers need to have a positive impression to create customer satisfaction in their work area.

## 2. Front Office Supervisor

A supervisor plays a vital role in managing and guiding a team to ensure that daily operations run smoothly. They assign tasks, set performance goals, and monitor team progress to ensure objectives are met. Supervisors are also responsible for training and developing their staff, offering guidance and identifying areas for improvement. They conduct performance reviews, provide feedback, and address any issues that arise. Additionally, they mediate conflicts and foster a positive work environment. Supervisors report on team performance to upper management and ensure compliance with company policies and safety regulations, promoting a safe and productive workplace.

## 3. FDA (Front Desk Agent)

Front desk agent is the welcoming face of a hotel, ensuring guests have a smooth and pleasant experience. They greet guests, handle check-ins and check-outs, and manage reservations. They also answer questions, provide information about the hotel and local attractions, and address any special requests or concerns. Additionally, front desk agents coordinate with housekeeping and maintenance to make sure rooms are ready and any issues are quickly resolved. Their main goal is to make every guest feel valued and comfortable throughout their stay.

## 4. Night Audit

A night auditor is a key hotel employee who works overnight shifts, combining the duties of a front desk agent with basic accounting tasks. They handle late check-ins and check-outs, answer guest inquiries, and ensure the front desk operates

smoothly. Additionally, night auditors perform financial reconciliations, balance the day's accounts, and prepare financial reports for management. Their role is crucial for maintaining accurate records and providing excellent guest service during nighttime hours.

#### 5. Bell Drive

A bell drive, also known as a bellman, is a hotel staff member who helps guests with their luggage and escorts them to their rooms. They greet guests at the entrance, assist with transportation needs, and provide information about the hotel and local attractions. Their main goal is to ensure guests feel welcome and comfortable from the moment they arrive until they leave. Bellhops play a vital role in delivering excellent customer service and enhancing the overall guest experience.

#### 6. Megumi Staff

Megumi staff is a person that guide at the Megumi kiosk. At the hotel there is a shop for souvenirs that guests can buy. This shop sells several accessories such as clothes, key chains, bags, magnets, action figures and others, all of which have a Japanese theme. The Megumi shop also provides Japanese clothing rentals. Megumi staff will help put on traditional Japanese clothing called Yukata. Customers are required to pay Rp 100.000 for a maximum of two hours each time they want to rent it.



### **2.6.3 Onsen Resort Hot Spring Structure Organization House Keeping**

#### **1. Executive House Keeper**

An executive housekeeper is a manager or leader in the housekeeping department who oversees the efficient management of human resources, the implementation of cleanliness, orderliness, comfort, and equipment in living rooms, public spaces, and offices, as well as the control of operating cost budgets.

#### **2. Supervisor House Keeper**

An individual with the function and responsibility of overseeing and managing cleanliness and tidiness activities within a certain firm or industry is known as a housekeeping supervisor (HK). In order to maintain a safe and happy work environment, a Housekeeping Supervisor is accountable for managing cleaning supplies and equipment, overseeing the housekeeping team, and assuring high cleaning standards.

#### **3. Order Taker**

This position is responsible for taking orders from guests requiring additional services such as room cleaning, linen placement, or delivery of additional items such as towels or toiletries. Good communication skills and quick responses are skills that an order taker must have. They must work efficiently to meet guest needs well and quickly.

#### **4. House Keeper**

A housekeeper is a member of the housekeeping staff who is responsible for doing maintenance and cleaning in guest rooms. They are responsible for cleaning, organizing, and making sure that guest rooms are spotless in every way. These

housekeepers must be well-versed in the cleaning agents that are utilized, efficient cleaning methods, and hotel cleanliness requirements. They also need to be amiable because they will be interacting with guests one-on-one.

#### 5. Public Area Section

This section is responsible for the cleanliness and maintenance of public areas in the hotel, such as the lobby, restaurant, waiting room, corridors, swimming pool and other public areas. Their main duties include cleaning and tidying public areas, providing supplies such as fresh flowers or magazines, and ensuring that all guests feel comfortable when in public areas. All of the explanation above come from one source namely ((Hotel Onsen, n.d.).

