

## **CHAPTER II**

### **LITERATURE REVIEW**

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

#### **2.1 Student Activities**

"Student activities" refer to the broad spectrum of interactions and growth opportunities that shape a student's educational journey. These activities include academic engagement, such as participating in classes, completing assignments, and receiving feedback from instructors. Students grow through social interactions with their peers, forming relationships that promote collaboration, a sense of community, and belonging. Understanding how to enhance the early student experience is crucial for improving student retention and academic success (Coates, 2004). Tertiary institutions now recognize that improving the student experience is a key aspect of student services and activities, essential for attracting and retaining capable students (Buultjens & Robinson, 2011).

The notion of "student experience" encompasses the totality of experiences faced by new college students, including various aspects such as guidance, supportive facilities, and engagement opportunities that foster their academic success and personal development (Torbjørnsen et al., 2021). Meanwhile, based on Pötschulat et al. (2021) the significance of the student experience lies in its ability to impact their motivation, engagement, and academic achievements. In addition to academics, extracurricular activities like clubs, sports, and student organizations offer avenues for leadership, teamwork, and personal interest development. Career preparation plays a key role, with

internships, networking events, and skill-building opportunities helping students bridge the gap between education and professional life.

## **2.2 Internship Program**

An internship program is a chance for students or recent graduates to get hands-on experience in a real work environment while exploring their career interests. It is a great way to apply what we have learned in school, pick up new skills, and see what it's like to work in your chosen field. Beyond the work, it is also an opportunity to connect with professionals, build relationships, and take your first steps toward a future career (Kapareliotis et al., 2019). Students involved in internship programs showed favorable evaluations across different components of workplace readiness.

Student internship programs are examined in this context, offering insights for improving internship curricula in hospitality management and supporting the career growth of international students (Zhu et al., 2023). The article defines the importance of designing internship programs that are not only relevant to the field of hospitality management but also capable of supporting the career growth of international students. The sentence emphasizes that internship programs should be well-structured to provide long-term benefits, both in terms of practical experience and professional development for students.

In Summary, Internship programs are an important component of higher education that not only help students in their transition to the world of work but also make a positive contribution to the company by bringing new and innovative perspectives. Thus, this program becomes an effective means to develop skills and build a career in the future.

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

The Front Office Department is a crucial division in the hospitality industry, responsible for direct interaction with guests and ensuring high-quality service. This department manages reservations, check-in and check-out procedures, and provides essential assistance to guests throughout their stay.

Unlike general business front offices, which focus on revenue generation through sales and consultations, the hotel front office primarily emphasizes guest satisfaction and operational efficiency. It coordinates with departments such as housekeeping, maintenance, and food and beverage to ensure seamless service delivery.

Additionally, while corporate front offices rely on back-office support, including human resources and technology, hotel front offices work closely with internal teams to enhance guest experiences. Their role extends beyond administrative tasks by incorporating concierge services and personalized customer interactions.

In conclusion, the Front Office Department in the hospitality industry serves as the main interface between guests and hotel operations. Its primary objective is to maintain excellent service standards, ensuring customer satisfaction and smooth business operations.

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

The reservation department is responsible for accurately managing and recording all room bookings, whether made by phone or in person. Their duties include handling room reservations, ensuring all details are correct, and understanding the hotel's products and services. They process booking requests from potential guests for desired accommodations or services within a specified timeframe.

The reservation department is tasked with managing bookings, accepting reservations made via phone or in person, and accurately

recording and processing each request. Staff in this department must have a thorough understanding of the hotel's products and services. They are responsible for handling reservation requests from potential guests for specific goods or services within a defined time period.

The primary duty of a front desk employee is to assist customers and potential guests. Additionally, the front desk is responsible for welcoming and attending to visitors. The front office department consists of various roles, including the Front Desk Agent (FDA), bell driver, and reservations team. These are key sections within the front desk operations at The Onsen Hot Spring Resort Batu.

## **2.5 Housekeeping**

The housekeeping staff are responsible for maintaining and overseeing all areas of the hotel, both indoor and outdoor. Outdoor areas include spaces such as the parking lot, garden, swimming pool, and other external facilities, while indoor responsibilities cover guest rooms, rental areas like offices, meeting rooms, restaurants, and staff facilities such as lockers, restrooms, and linen management sections. The housekeeping team, especially the room division, delivers excellent service to ensure guests have a satisfying stay, encouraging loyalty and repeat visits (Author et al., 2023).

In summary, the housekeeping department plays a crucial role in maintaining all areas throughout the hotel facility in an immaculate, orderly, and visually appealing condition, thereby ensuring optimal guest comfort and satisfaction levels are consistently met through comprehensive cleaning protocols, efficient room preparation procedures, and the establishment of a hygienic environment that not only meets but exceeds guest expectations while contributing significantly to the hotel's reputation and operational success.

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

The Onsen Hot Spring Resort is the perfect place to stay because its suites provide a stunning view 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 a hotel that was built based on the Japanese model. The hotel is located at 98 Jalan Arumdalu, East Java's Songgokerto, Kec Batu, Batu City, 65312. This hotel was built in 2017 and consists of 24 cottages, with 6 Executive suites and 18 Deluxe suites.

The hot spring called Onsen (温泉) originating from Japan, is the term for hot spring and bathing places using hot water that originally from earth. Also, the hotel gives an experience to the guest to feel the peaceful environment and it have variety of outdoor activities that available to do.

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

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

The front office manager holds the responsibility of overseeing, coordinating, and ensuring that all activities conducted by the front office team proceed efficiently and remain well-regulated. In addition, the manager is required to lead and monitor the performance of

subordinate staff. The front office manager needs to maintain a positive demeanor in order to foster customer satisfaction within their area of responsibility.

## 2. Front Office Supervisor

A supervisor holds a crucial position in overseeing and directing a team to guarantee the smooth execution of daily operations. Their duties include delegating tasks, establishing performance targets, and tracking team progress to ensure goals are achieved. Moreover, supervisors are tasked with training and nurturing their staff by offering support and pinpointing areas that require development. They are also involved in conducting performance evaluations, delivering constructive feedback, and resolving arising issues. In addition, supervisors manage workplace conflicts and cultivate a positive organizational climate. They are accountable for reporting team outcomes to higher management and ensuring adherence to organizational policies and safety standards to maintain a secure and efficient working environment.

## 3. FDA (Front Desk Agent)

A front desk agent serves as the primary point of contact for guests, playing a key role in delivering a welcoming and seamless guest experience. Their responsibilities include greeting guests upon arrival, processing check-ins and check-outs, and managing reservation details. In addition, they respond to inquiries, offer information about hotel services and nearby attractions, and handle special requests or concerns. Front desk agents also collaborate with housekeeping and maintenance departments to ensure guest rooms are properly prepared and any issues are promptly addressed. Ultimately, their main objective is to ensure that each guest feels appreciated and comfortable throughout their stay.

## 4. Night Audit

A night auditor is an essential member of the hotel staff who works during overnight hours, merging the responsibilities of a front desk agent

with fundamental accounting functions. Their duties include managing late check-ins and check-outs, responding to guest inquiries, and ensuring the seamless operation of front desk services at night. Furthermore, night auditors conduct financial reconciliations, balance the daily transactions, and generate financial reports for managerial review. This role is vital in ensuring the accuracy of financial records while maintaining high-quality guest service throughout the night shift.

#### 5. Bell Drive

A bell driver, commonly referred to as a bellboy, is responsible for assisting guests with their luggage and accompanying them to their assigned rooms. They welcome guests at the hotel entrance, offer support with transportation arrangements, and share relevant information regarding hotel amenities and nearby points of interest. Their primary objective is to ensure guests feel warmly welcomed and comfortable throughout their stay, starting from arrival to departure. Bellhops play an important role in providing exceptional customer service and contributing to a positive overall guest experience.

#### 6. Megumi Staff

The Megumi staff is responsible for assisting guests at the Megumi kiosk, a souvenir shop located within the hotel premises. This shop offers a variety of Japanese-themed items such as clothing, keychains, bags, magnets, action figures, and more. In addition to retail items, the Megumi shop also provides traditional Japanese clothing rentals. The staff plays a key role in helping guests wear the Yukata, a type of traditional Japanese attire. Guests are charged Rp 100,000 for each rental session, which allows them to wear the Yukata for up to two hours.

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

#### **1. Executive Housekeeper**

An executive housekeeper is a managerial figure within the housekeeping department, responsible for overseeing the effective utilization of human resources and ensuring the cleanliness, organization, comfort, and maintenance of guest rooms, public areas, and office spaces. Additionally, the executive housekeeper is in charge of managing and controlling the operational budget to ensure cost efficiency within the department.

#### **2. Supervisor Housekeeper**

A housekeeping supervisor (HK) is an individual tasked with overseeing and managing cleaning and tidiness operations within a specific organization or industry. The Housekeeping Supervisor is responsible for managing cleaning supplies and equipment, supervising the housekeeping team, and ensuring that high standards of cleanliness are maintained to provide a safe and comfortable work environment.

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

This role involves receiving requests from guests for additional services, such as room cleaning, linen arrangements, or the delivery of extra items like towels or toiletries. An Order Taker must possess strong communication skills and the ability to respond swiftly. They are expected to perform efficiently to promptly and effectively address guest needs.

#### **4. Room Attendant**

A Room Attendant is a member of the housekeeping team responsible for the maintenance and cleaning of guest rooms. Their duties include cleaning, organizing, and ensuring that guest rooms are thoroughly spotless. Housekeepers must be knowledgeable about the cleaning products used, efficient cleaning techniques, and hotel cleanliness

standards. Additionally, they should possess strong interpersonal skills, as they will interact directly with guests.

#### 5. Public Area Section

This division is in charge of maintaining the cleanliness and upkeep of the hotel's public areas, including the lobby, restaurant, waiting room, corridors, swimming pool, and other shared spaces. Key responsibilities involve cleaning and organizing these areas, providing amenities such as fresh flowers or magazines, and ensuring that all guests experience comfort while utilizing the public facilities.

All the information above was taken from the source namely  
(Hotel Onsen, n.d.)





