

## **BAB V**

### **PENUTUP**

#### **A. Kesimpulan**

Saat melakukan riset dan penelitian di Hotel Hyatt Regency Yogyakarta, penulis mendapatkan banyak hal seperti pengalaman baru dan tambahan pengetahuan. Ada pun kesimpulan berdasarkan rumusan dan pembahasan masalah pada bab sebelumnya diantaranya, sebagai berikut:

1. Untuk menjadi seorang petugas concierge yang professional ada beberapa syarat dan aturan yang harus dimiliki dan dilakukan diantaranya meliputi dari 3 aspek utama yaitu adalah penampilan fisik, tingkah laku, dan keterampilan dalam memberikan pelayanan yang melampaui keinginan tamu.
2. Cara untuk mengetahui kepuasan tamu dapat menggunakan dua cara yaitu secara langsung atau tidak langsung. Secara langsung berarti langsung menanyakannya kepada tamu apakah puas dengan pelayanan kita. Secara tidak langsung contohnya ialah dengan memberikan guest comment berisi kuisisioner yang sudah disediakan didalam kamar tamu.

#### **B. Saran**

Setelah penulis menarik kesimpulan berdasarkan data dan pembahasan yang telah diuraikan sebelumnya, maka penulis mengemukakan beberapa saran – saran antara lain:

1. Hendaknya Trainee diberikan program pelatihan dan pendidikan yang memberikan Trainee untuk dapat berkomunikasi dengan baik dan

benar, agar kualitas kerja Trainee maksimal dalam membantu operasional kerja Kantor Depan Hotel Hyatt Regency Yogyakarta.

2. Hendaknya seorang senior harus memberikan / memberitahukan kepada para Trainee dengan baik dan benar mengenai fasilitas yang ada di Hotel Hyatt Regency Yogyakarta, objek wisata, prosedur kerja dan khususnya cara berkomunikasi yang baik dengan tamu.
3. Para Trainee yang sedang melaksanakan On The Job Training di kitchen departemen Hotel Hyatt Regency Yogyakarta harus mengetahui tentang cooking method dan juga menguasai masakan asian food, western maupun cool kitchen di Hotel Hyatt Regency Yogyakarta.

## DAFTAR PUSTAKA

Keputusan Direktorat Jendral Pariwisata, Pos dan Telekomunikasi no 22/U/VI/1978 : 12 Juni 1978.

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# LAMPIRAN

## SURAT KETERANGAN PKL



Hyatt Regency Yogyakarta  
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DATE : Aug 20, 2021  
TO : Rizki Anang Suseno FAX NO. :  
STP AMPTA Yogyakarta TEL NO. :  
FROM : Agatha Paskalin  
HYATT REGENCY YOGYAKARTA

Dear Rizki,

Warmest greetings from Hyatt Regency Yogyakarta!

It is with a great pleasure to inform you the result of our selection interview with following details:

No	Name	School	M / F	Department
1	Rizki Anang Suseno	STP AMPTA Yogyakarta	M	FB Kitchen

New trainees must attend our Global Orientation Program in the Learning Venue - HRD, Hyatt Regency Yogyakarta on Monday, September 6, 2021 at 09.30 AM with the Dresscode: Smart Casual (No school uniform. Sneakers are allowed). The duration of this training program is 6 months starting from Sept 6, 2021 to Mar 5, 2022.

On the first day, all new trainees must provide and submit the following documents:

1. Medical examination of HbsAG test, urine routine test, faeces, and COVID-19 rapid test Antigen. The rapid test Antigen must be done one day before the starting date and must be declared as Negative. For FB Service, FB Pastry and FB Kitchen trainees, please also provide rectal swab and thorax examinations.
2. Copy of ID Card (*Kartu Tanda Penduduk*)
3. Copy of Birth Certificate (*Akta Kelahiran*)
4. 1 pc of color photo 4x6cm
5. Copy of BPJS Kesehatan/ Jamkesmas/ Kartu Indonesia Sehat or another medical insurance. Trainee needs to bring the card for the whole training period.
6. Copy of BPJS Ketenagakerjaan (if any)
7. Prepare only black, white, or medical masks. Trainee should wear the mask all the time.
8. Bring your own tumbler and cutleries (spoon and fork)
9. Bring along a hand sanitizer in your pocket all the time

10. The working attire:

- a. FB Kitchen and FB Pastry trainees need to prepare and wear black safety shoes for the whole training period and prepare some pairs of black trousers. The white jacket, apron, and hat chef are provided by the hotel.
- b. For fostering our commitment in hygiene, it is also required to provide the face shield. The hand gloves are provided by the hotel. For students who have allergy on latex gloves, please provide themselves other gloves with other materials, such as Nitril or Vinyl gloves. The color of the gloves must be white/ivory.

For any assistance and inquiry related to this selection interview result and training program at Hyatt Regency Yogyakarta, please feel free to contact me.

With my best regards,



Agatha Paskalin  
*Learning & Development Manager*

# CERTIFICATE

This is to certify that

**RIZKI ANANG SUSENO**

has successfully completed Practical Training  
in FB Kitchen Department  
from 6 September 2021 to 5 March 2022

Yogyakarta, 5 March 2022



**PRATIWI DAMAYANTI**  
Dir. of Human Resources



**NURCAHYADHI**  
General Manager

SERTIFIKAT



## DOKUMENTASI

EVENT KITCHEN																						
725	Dian Arfendia	CDP	11 E	7	10 PRE	7 E	EDD	11 E	7 SB	1	1	0	0	0	0	0	0	3	0	0		
846	Catur Anief	Coms	7 E	7 KK	7 E	7 E	7 E	11 E	7 BF	1	1	0	0	0	0	0	0	0	1	2	3	
1240	Wahid	Coms	11 E	7	10 PRE	7 E	11 E	7 SB		1	1	0	0	0	0	0	0	-1	3	2	4	
1178	Danu Prasetyo	Coms	11 E	10 PRE	EDD	10 PRE	11 E	7 SB		1	1	0	0	0	0	1	0	0	-1	5	0	4
Casual																						
Trainee																						
1	Rio		7 E	10 PRE	7 E	X	7 E	11 E	7 SB			0	0	0	0	0	0	0	0	1	0	1
2	Aditya		12 KK	7	10 PRE	7 E	10 PRE	11 E	7 BF			0	0	0	0	0	0	0	0	0	0	0
3	Amel		11 E	7	10 PRE	10 PRE	11 E	7 BF			0	0	0	0	0	0	0	0	0	1	0	1
COMMISSARY																						
679	Sulaiman	CDP	7 DON	7 DON	7 DON	7 DON	7 DON	7 DON	7 DON	1	1	0	0	0	0	0	0	-2	2	1	1	
Trainee																						
1	Anang		7 DON	DP	7 DON	7 DON	7 DON	7 DON			0	0	0	1	0	0	0	0	-1	0	-1	

Trainee																						
1	Bilma		15 DN	8	15 DN	15 DN	15 DN	15 DN	15 DN			0	0	0	0	0	0	0	0	0	0	0
2	Destri		7 BF	7 BF	6 BF	7 BF	7 BF	7 BF	7 BF			0	0	0	0	0	0	0	0	1	0	1
3	Rozali		5 BF	5 BF	5 BF	5 BF	5 BF	5 BF	5 BF			0	0	0	0	0	0	0	0	1	0	1
4	Avellino		5 BF	5 BF	5 BF	10 POL	10 POL	10 POL			0	0	0	0	0	0	0	0	0	0	0	0
5	Adrian		5 BF	6 BF	6 BF	6 BF	5 BF	5 BF	5 BF			0	0	0	0	0	0	0	0	1	0	1
6	Anang		6 BF	5 BF	5 BF	6 BF	5 BF	5 BF	5 BF			0	0	0	0	0	0	0	0	-6	0	-6
7	Jenny		15 DN	15 DN	7 BF	6 BF	6 BF	6 BF			0	0	0	0	0	0	0	0	0	0	0	0
8	Rahman		15 DN	15 DN	15 DN	15 DN	15 DN	15 DN			0	0	0	0	0	0	0	0	0	1	0	1
25/11	Oncall Gopal		15 DN	15 DN	7 BF	15 DN	15 DN	7 BF			0	0	0	0	0	0	0	0	0	0	0	0
22/11	Oncall Rasyid		6 BF	6 BF	6 BF	5 BF	6 BF	5 BF			0	0	0	0	0	0	0	0	0	0	0	0





