

FINAL PROJECT

**SEQUENCES OF HANDLING
THE CHECK-IN GUEST'S LUGGAGE THROUGH
NEW NORM PROCEDURES BY A CONCIERGE
AT THE TRANS RESORT BALI**



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I Putu Wahyu Satyananda

**TOURISM DEPARTMENT OF BALI
STATE POLYTECHNIC
BADUNG
2022**

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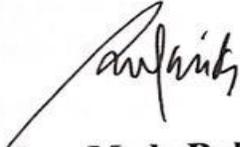
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The Final Project is submitted in order to
accomplish one of the terms to finish Diploma III
of Tourism Department in Bali State Polytechnic

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STATEMENT OF ORIGINALITY

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I hereby state that my final project is entitled:

**“SEQUENCES OF HANDLING THE CHECK-IN GUEST’S LUGGAGE
THROUGH NEW NORM PROCEDURES BY A CONCIERGE AT THE
TRANS RESORT BALI”**

Which content is my own work and free from plagiarism, being stated, if this statement is proven to be not true, I am ready to bear the risk or any sanctions that impose to me in accordance with the policy

Here is the statement of originality which is used reasonably

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Preface

Through the acknowledgement, the author would like to deliberately express a gratitude to the Almighty God due to its blessing, this final project could be finished properly. This final project entitled “Sequences of handling the check-in guest’s luggage through new norm procedures by a concierge at the Trans Resort Bali” is composed in time.

During the process of composing this final project, having enormously encountered obstacles and difficulties. However, owing to guidance and motivation presented from any sides, the obstacles and difficulties could be overcome. Regarding to this blessing, being gladly to express a gratitude to:

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11. Last but not least, the author would like to present a best gratitude to the author's family for the support and motivation that are given to the author during composing this final project.

The author consciously realizes that there are disadvantages in term of either material, systematic or language. Therefore, critics and suggestions from the readers are important to the author in order to complete this final project. Lastly, the author would like to wish that the final project hopefully could give any inputs and knowledges for Tourism department's students of Bali State Polytechnic.

Badung, 8 July 2022

The author

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ATTACHMENT 3: A concierge riding the Buggy car

CHAPTER I

INTRODUCTION

A. Background

The Trans Resort Bali is one and only famous Resort in *Seminyak* which is located nearby entertained place, fancy restaurant, beach club and many more. Though one thing that makes the Trans Resort Bali memorable is due to its white sandy beach which is the most iconic to exist at this Hotel. The Trans Resort Bali always offers the guest with outstanding shape of building that indulge everyone to stay a little longer, providing 200 cozy rooms with 4 types room of which types are Celebrity Suite room, Premier room, 1-bedroom villa and Presidential villa. Additionally, it comes up with the exclusive facilities and best guarantee of missing the memorable moment, plus The Trans Resort Bali surprisingly comes up with special award which is officially a pride for any guests who stay in here. Started off *CHSE award, World Luxury Hotel Awards WINNER 2015, ASEAN MICE Venue Standard award, and seven stars award*. No wonder the Trans Resort Bali has quite a lot of repeater guest from abroad who repeatedly stay at the Trans Resort Bali also because of its best service delivered by our friendly and charming staffs. However, time flew so fast and promptly changed the human behavior for the Covid-19 invaded us since early 2020. Ever since it has paralyzed the activities and resulted shutting down all tourist attractions in the sake for preventing and minimizing the covid19 outbreak.

Concierge is someone who works in the frontline and welcomes the guest's presence and is responsible to either check-in or check-out guest's luggage, delivering a service of escorting the check-in guest to the room, moving the luggage to another room, arranging for a Spa treatment, recommending entertained places, assisting tour of local attractions, compiling itinerary for guests, booking

transportation, procuring tickets for event and also making restaurants reservation. Yet nowadays, Concierge's duties are slightly more elaborate during pandemic. At the Trans Resort Bali, the Concierges have now been transformed into strictly handling the check-in guest through new norm procedures. Most importantly, not only do the Concierges handle the check-in guest's luggage and escort them to the room but also the Concierges carefully monitor the guests to apply new norm procedures properly. This is completely a part of the Concierge's duties in extremely preventing Covid-19 outbreak to the guest's presence. The Concierges now do care about the guest wellbeing for examples asking for terms and condition the guests must complete before check-in, such like officially getting vaccinated at least twice, delivering a certificate of *PCR* test and showed negative sign of Covid-19 infection. These are the things the Concierge must notice due to delivering exceptional service by caring about the guest's welfare particularly toward the check-in guest.

Despite of the fact The Trans Resort Bali extremely runs proper new norm procedures, applying these steps is not easy for the Concierges. The past 2 years the Concierges have strictly been obeying a norm era procedure towards the check-in guest started from keeping physical distance to each other, disinfecting the check-in luggage, asking the guest to wear a mask on all the time, allowing the guest to use a sanitizer regularly, asking the guest to check temperature before entering the lobby and also scanning a *Peduli Lindungi* barcode in order to easily trace the mobility of the guests. Implementing these steps towards the check-in guest is so important, in order to help them behave a normal life during pandemic. Though some of guests have often neglected it and are ignorant. Therefore, the writer is most likely getting interested to come up with this discussion called "Sequences of handling the check-in guest's luggage through new norm procedures by Concierge at The Trans Resort Bali".

B. Problem Statement

Based on the Background that has been described above, thus what led up to it will be discussed below, as follow:

1. What are the sequences of handling the check-in guest's luggage through new norm procedures by a concierge at The Trans Resort Bali.
2. What are the obstacles undergone by a concierge when handling the check-in guest's luggage through new norm procedures and how to overcome it.

C. The Purpose and Utility of Writing

Regarding to the problem statement described above, these are the purpose of writing below, as follow:

1. The Purpose of Writing

- a. To know the sequences of new norm procedures and how a Concierge handles the check-in guests through new norm procedures at The Trans Resort Bali.
- b. To know about the obstacles a Concierge faces in handling the check-in guest through new norm procedures and how a Concierge finally overcomes it.

2. The Usage of Writing

Based on statements above, it could be resulting benefits, such as follow:

- a. For the Writer

The Final Report could definitely be a reminder for the writer to be more aware and vigilant due to pandemic and be useful knowledge to know about how difficult it is to handle the check-in guest during Pandemic at The Trans Resort Bali.

- b. For Bali State Polytechnic

This Final Report could be as one of the new resources that later on, it must be included in a learning process of how to prevent the Covid-19 outbreak through

these new norm procedures and eventually should be comparing both a knowledge gained from the college and workplace.

c. For the Trans Resort Bali

This could be as a feedback for all Front Office department including Concierge in improving their performances and resolving problem even better regarding to handling the check-in guest through new norm procedures at The Trans Resort Bali.

D. The Method of Writing

1. The Method of Collecting Data

a. Observation

Observation method is a way to collect information and data by physically observing, monitoring the guest behavior and involving us as a Concierge to handle the guest to follow a proper health protocol before entering lobby at The Trans Resort Bali. As the result of observation is required to fulfill this final project process.

b. Interview

Interviewing figures whose role is related to Front Office Department is one of the best ways to directly absorb the information and sources. They are Concierge staff, Bell captain, even Manager may help the writer do interview and also according to the testimony from the guests delivered directly to the writer could be the best ideas and information for the writer. It could be a casual conversation recorded by phone and noted on a book diary of the writer.

c. Literature Review

Literature review is a way of accumulating the information from several resources that are divided into 2 media (printed media and online media). Printed media consist of books and newspaper while online media the writer use is like website on google chrome and stuffs.

2. Analysis Data Method

Method and technic used in the preparation of the final project is descriptive which is analyzing data by systematically explaining and describing data throughout trainee period regarding to the implementation of new norm era procedure in concierge during pandemic at The Trans Resort Bali.

3. Method and Technique of Result Analysis

Method used in preparing this final project basically consist of 2 type, formal and informal, in which final report will be presented by not only words and statements but also pictures originally from the activities of trainee period.

CHAPTER V

CLOSING

A. Conclusion

Based on the accumulation of sequences in the chapter IV, resulting some conclusion acquired by the writer that is titled “sequences of handling check-in guests through new norm procedures by concierge at the Trans Resort Bali” would be summarized below:

1. Sequences of handling check-in guest’s luggage through new norm procedures by a concierge at the Trans Resort Bali

a. Preparation stage

In this stage, a concierge must compile and monitor a daily shift of concierge section such like arranging a morning shift, a middle shift, an afternoon shift and a night shift. Shifting is used to easily organize a concierge on each shift and to maintain a performance quality of concierge. Besides, being a concierge must pay an attention to several things such as maintaining an appropriate grooming based on standard in a locker room. The purpose of passing this stage is to ensure our grooming is appropriately based on standard at the Trans Resort Bali and to make sure a readiness on serving the guest. Last but not least, a concierge must check every single equipment always available to assist a concierge on serving the guest such as master keys, trolleys, buggy car and health protocol equipment. Therefore, a concierge is ready to serve the guest as well as new norm procedures during pandemic at the Trans Resort Bali.

b. Implementation stage

In this stage, a concierge must be able to handle the check-in guest’s luggage through new norm procedures that consist of several sequences summarized such as keeping a distance with a guest when welcoming the guest arrival, scanning a *peduli lindungi* barcode to track the guest mobility, a hand sanitizer application to the guest

to always get protected, scanning temperature using thermal scanner to ensure the guest's condition and disinfecting the check-in guest's luggage to get the luggage prevented out of the virus. After all those new norm procedures, a concierge proceeds the check-in guest along with the luggage based on standard at the Trans Resort Bali.

c. Final stage

After a concierge proceeds all check-in guest's luggage sequences through new norm procedures, finally a concierge keeps protecting any equipment by disinfecting and sanitizing it for further service to the guest and report to the guest relation officer that the guest has occupied the room to update the guest's profile, payment and deposit. A concierge would repeat these sequences during pandemic as well.

2. The obstacles of handling the check-in guest's luggage through new norm procedures by a concierge at the Trans Resort Bali

Based on obstacles above a concierge has faced several obstacles as follow:

- a. The guest rarely wears a mask. A concierge must suggest the guest to wear a mask on as always by offering them a new mask provided by the hotel.
- b. The guest tends to ignore checking temperature. A concierge must always direct the guest to checking temperature before entering the lobby.
- c. Unproper facilities provided by hotel. A concierge must maintain and keep facilities well provided by the hotel to avoid defect.

B. Suggestion

The suitable suggestions related to the discussion would be summarized as follow: a concierge must consistently give the guidelines to the guests to assist them to commit the new norm procedures properly, a concierge must maintain any facilities to avoid the damage and always monitor the facilities to detect the defect. Therefore, a concierge would be able to commit the new norm procedures well.

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