

Appendices

WRITING TEST ANSWER SHEET

Name : Maisya Rizkina Darajat

Position : Sales Marketing

Hello, my name is Maisya Rizkina Darajat,

I work at The Royale Krakatau Hotel

I work in Sales and Marketing, My segment is corporate

If there are guests who have planned activities, the first thing I do is ask the client whether there is already a corporate contract with our hotel, if not, I will offer a contract and start discussing the details of the event that will be held, such as :

- Execution date
- Number of pax
- Layouts
- Price

After the price is in accordance with the client's wishes, what is usually do is determine the venue according to number of pax, ask the client what the rundown is like, then I will accumulate the prices that have been agreed to breakdown, then after that I will coordinate with the team organizers to ensure the event runs smoothly.

So much from me. Thank you

WRITING TEST ANSWER SHEET

Name : Dian Puspita Sari

Position : Sales Executive / Wedding Specialist

My name is Dian Puspita Sari, I've work at The Royale Krakatau for 1 year as Sales Executive for Social Event and Wedding Specialist. My responsibilities are looking for new client to create social event, dealing with some Event Organizer and create good relationship with them, and target oriented per month. I've dealing with 50 clients in a year for creating Wedding at The Royale Krakatau Hotel. I created the wedding package, honeymoon package and birthday package for 2023. I also created design for all wedding promotions both online and offline such as wedding booklet, flyer, and roll banner.

As a wedding specialist, I have step by step how to dealing with client. Clients will ask the wedding inquiry by whatsapp first and I will share the wedding booklet first and ask them to come for discuss the details about the wedding package. In serang - Cilegon area is not common for create wedding on Convention Hall of Hotel, the culture in here are create wedding on home or Convention Hall only, so there are challenging part of my scoop area of work. I need to educate clients about the different terms & condition for creating wedding on Hotel. But overall I really enjoy my jobdesk because I love the wedding industries and have been there for seven years. I hope I can always growth and develop my ability.

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WRITING TEST ANSWER SHEET

Name : Iva Nurjannah.

Position : E-Commerce

As e-commerce in the hotel, my main job is to ensure that the hotel I work for has a strong and effective online presence. I am responsible for managing the hotel website, updating the latest information and offers, and ensuring accurate room availability. I also collaborate with various e-commerce platforms, such as OTA (Online Travel Agent), to promote the hotel and increase booking rates through online channels.

As an e-commerce hotel, it is important for us to effectively handle complaints from foreign guests who feel that their room does not meet their expectations. Here are some steps that can be taken as e-commerce:

- Listen empathetically.
- Respond promptly.
- Investigate the issue.
- Offer alternatives.
- Stay professional.
- Take corrective action.
- Follow-up: after resolving the issue, follow-up ~~the issue~~ with the guest to ensure their satisfaction.

WRITING TEST ANSWER SHEET

Name : Lia

Position : Sales & Marketing Administration

First of all, let's first ask the guest's needs for what event? whether it's meeting, birthday, gathering, dinner, lunch or room accommodation then we explain the meeting package along with the price we have in detail and then we invite the guest to showing to Meeting Room, Room, outlet and another venue in our hotel so that the guest can see and choose the meeting room capacity that we have and can be adjusted according to the number of event the guest has.

We help direct the guest's need and we help to plan or provide input according to his needs then after the guest feels comfortable with the meeting room and the deals with the package price ~~we have~~ we make an offer letter then after the deal we make a confirmation letter explain which company the event is from, how many pax, where and when, after the confirmation letter has been approved by the guest, it must be signed and handed back to us, then we make a banquet of event order there, we put out the details of what the guest's request looks like, after it is finished.

After that it is then signed by the sales in charge, DASM, and other managers and then we will distribute the banquet of the event order to the relevant outlets such as Security, Food & Beverage (kitchen, Pastry, Banquet, outlet (Restaurant)), Front office and House keeping.

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WRITING TEST ANSWER SHEET

Name : Henry

Position : Marketing Communication

As a Marketing Communication professional at The Royale Krakatau hotel, my role encompasses a wide range of responsibilities each requiring proficiency in the English language. Let me walk you through my job desk and how I utilize English in each aspect. Collaborating with external media, engaging with journalists, reporters, and influencers is crucial part of my role. Welcoming International Guests, interacting with guests from different parts of the world is a wonderful aspect of my job. Social Media Management Updating & Managing Our Social media presence is an integral part of my role. Crafting Captivating Captions in English is an art that I cherish.

In Summary, as a Marketing Communication professional at The Royale Krakatau Hotel, my Proficiency in English plays a vital role in engaging with external media, ensuring exceptional guest experiences, and Crafting Compelling social media captions. Using the power of language, I strive to connect our brand with our audience, leaving a lasting impression of excellence.

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WRITING TEST ANSWER SHEET

Name : Diki Meisano

Position : Sales Manager

As a sales manager, I responsible for taking care any guest who wants to hold an event in my hotel. It is part of my job to make sure they understand their needs. First I will ask my guest what kind of events they want and when they want to hold the event. I will check the availability and after that I will explain the package we have including the price and the inclusion. I also will ask for their budget so that I can manage the price that fist their budget.

It is also important to ask their request so the event will be as their expected. After dealing, I will make a confirmation letter that later on I send to the guest. It is necessary to do because I don't want any misunderstanding.