

# CHAPTER I

## INTRODUCTION

### A. Background

In 2020, starting from the city of Wuhan to be precise in China, a new type of virus has spread to various parts of the world which causes the emergence of coronavirus disease 2019 or also known as COVID-19. And Indonesia is one of the positive countries for the Corona Virus (Covid-19) to spread. The first case that occurred in Indonesia happened to two residents of Depok, West Java. When announcing the first case of the corona virus, President Joko Widodo at the same time emphasized that the Indonesian government was ready to face the virus from China. He ensured that the government had prepared health facilities to treat positive patients with the Corona Virus. (Ihsanuddin, 2020)

However, the current pandemic has changed the work system in the world. Covid-19 has had an impact on many business sectors, especially the Hotel Business. Due to the Covid-19 virus, everyone is encouraged to stay at home and to avoid going out of the house for anything that is not urgent. In addition, there are travel restrictions, as well as strict requirements for using public transportation, until finally the number of infected cases is increasing and making everyone think twice about traveling long distances. Therefore, hoteliers must rack their brains on how to make businesses continue to breathe in the midst of this pandemic. (Azenella, 2020).

The Industrial Placement Program is still being implemented because of the assistance from the Universitas Multimedia Nusantara as well as the UMN Hotel Operations Program which has given the writer the opportunity to continue to carry out the Industrial Placement Program during a pandemic like today amidst the increasing number of infected cases of the pandemic in the writer's city and the lack of consent from the writer's parents to implement the Industrial Placement Program in the Hospitality Industry.

Therefore, the Hotel Operations Program provides several options given to students who will carry out the Industrial Placement Program such as creating Book Learning Projects. The Book Learning Project provides two Departments, namely the Front Office and House Keeping, the writer chooses the Front Office department which is related to

the program that the writer is interested in if doing the Industrial Placement Program in the Hotel Industry. The Book Project provided by this hospitality study program really helps the writer to continue to carry out the Industrial Placement Program in this Covid-19 Pandemic situation.

## **B. Purpose**

The objectives of the Industrial Placement Program in the form of a Book Project Front Office are:

1. This Industry Placement Program allows writer to apply the knowledge that the writer have learned during online classes.
2. The writer will be able to develop skills and knowledge in book writing that can be useful in the future.
3. The writer will be able to learn how to make a book with materials that have been provided by the supervisor.
4. This Industry Placement Program also trains the responsibility of writer in completing books on time.
5. The writer can minimize the transmission of Covid-19 by working on a front office book project.

## **C. Period and Procedures**

Since this is a First Industrial Placement, the writer did not encounter any difficulties during the Industrial Placement process. From document preparation to hotel search, the writer went through it smoothly. There have been some adjustments in this first Industrial Placement due to the current pandemic situation. To make things easier, the writer divides the process that must be completed into three parts.

### **1. Pre-Placement**

To take part in the Industrial Placement Program, several internal and external requirements must be met.

- a. The writer must complete all courses in semesters 1 & 2 with a minimum score of B for core courses: Front Office 1 & 2 (Theory and Practicum), Housekeeping 1 & 2 (Theory and Practicum), Laundry

Operations (Theory and Practicum) . And for semesters 1 & 2, the total GPA is at least 3.00.

- b. Prepare application letter documents consisting of CV, Cover Letter, GPA, and a copy of the certificate.
- c. After that, submit FORM KM-1 to the Hotel Operations program admin. After obtaining approval, signature, and seal from the Head of Hotel Operations Program, the writer will receive FORM KM-2.
- d. After all the documents are complete, the writer immediately sends an email to apply as a writer at Universitas Multimedia Nusantara.
- e. Writer is scheduled for interview on July 19, 2021. Interview day on Zoom App interview with User as supervisor. The writer is asked to make a self-presentation containing personal data and experiences and then present it in front of the interviewer.

## 2. On-Placement

Prior to doing Industrial Placement at Multimedia Nusantara University. writer must follow the orientation carried out by the advisor. The orientation lasted only for one day. On the first day, Ms. Septi Fahmi Choirisa as lecturer and supervisor of Project Book Front delivered material on contracts in the Industrial Placement and gave an introduction to all tasks.

## 3. Post-Placement

On the next day, what the writer did at each meeting was that the writer was required to always record what needed to be done so that the making of the book could be completed on time. In addition, the writer was invited every Thursday to attend lectures scheduled by the supervisor and in that class the writer helps the supervisor's activities.