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# **CHAPTER I**

## **INTRODUCTION**

### **A. Background**

Industrial Placement is one of the requirements from Universitas Multimedia Nusantara for Hotel Operations Program students in order to have experience in a real professional work. The first Industrial Placement for Hotel Operations Program started on semester three and the writer has chosen JHL Solitaire Gading Serpong for conducting an Industrial Placement. There are 3 main reasons why the writer chose JHL Solitaire Gading Serpong.

The first reason why the writer chose to do Industrial Placement in JHL Solitaire is because JHL is a new 5 star hotel, this means the writer will be the first batch of JHL internship program and the writer believes that by doing an internship in a new 5 star hotel, it could be a stepping point for the writer to have opportunities in the future to join the real professional work of the hotel.

The second is JHL is recorded by MURI record as the first five star hotel in Banten province and the first hotel in the world that has a diamond architecture. This record makes the writer proud and excited to be able to do Industrial Placement in JHL.

The last one is the location of JHL Solitaire Gading Serpong is very strategic and near home, it will benefit the writer and the writer can arrive at the hotel on time.

### **B. Purpose**

Industrial Placement gives so many benefits for the writer because the writer can gain career experience, a great chance to explore career paths, and networking. First, career experience gives an insight about career possibilities and knowledge.

Doing the Industrial Placement for six months is valuable for the writer to simulate each different department in order to know the knowledge of each department and know the most suitable position after graduate.

The last one is networking. It is very useful for future business because during the program, the writer met different people who taught different skills and experience. This means Industrial Placement is a great chance to make a valuable relation because there are possibilities to work with those people in the future.

### **C. Period And Procedures**

Before conducting Industrial Placement, there are three steps of procedures that the writer must do in order to be accepted in the hotel. There are making a good CV and resume, practicing interview with The Lecturers, and getting call from the hotel to do an interview with HRD Manager.

First of all, making a good CV and resume is very important for the writer because it will be a consideration for Universitas Multimedia Nusantara and HRD manager of the hotel to accept writer as it highlights the writer's background, skills, and achievements.

The second step is that the writer must do an interview practice with Hotel Operations Program Lecturers. It is a great chance to improve the communication skills so that the writer was ready when the interview began. By doing this practice, writer knows how the interview goes because the lecturer gave the advise to answer the interview questions. Also, the writer can ask for what are the things to be improved and tips to pass the interview with good result.

The last is the real interview with HRD of the hotel. It takes around one until two weeks to get feedback about the interview schedule after the Industrial Placement coordinator sent CV and resume to the hotel. Then the Industrial Placement coordinator forwarded the interview schedule and requirements to the writer on 11 April 2019 via email.