

CHAPTER I

INTRODUCTION

A. Background

The development of tourism is one part of the phenomenon in the modern era, which cannot be avoided. As an industry, tourism has contributed to people's lives, especially from an economic perspective. The rapid progress of science and technology that continues to develop requires superior quality human resources, including tourism human resources who are expected to continue to change themselves in order to continue to exist following developments that occurred (Masyudi ,2020).

To develop skills and knowledge in tourism industry, so that the writer can sustain working in hotel industry, the writer joins Hotel Operations Program at Universitas Multimedia Nusantara. As a student of Hotel Operations Universitas Multimedia Nusantara, the writer must undergo an Industrial Placement program at a self-selected hotel as part of the curriculum. The writer chose to have the Industrial Placement program at Ritz-Carlton Pacific Place Jakarta. There are three reasons why the writer chooses Ritz-Carlton Pacific Place Jakarta as a place for developing skills and knowledge.

The first reason was because Ritz-Carlton Pacific Place Jakarta is a five-star hotel that has great reputation. The second, the writer will get more knowledge from the hotel after doing Industrial Placement activities and the writer also wants to know what jobs are done in the Banquet department. The third, writer wants to know more about how it feels to work in the banquet department.

B. Purpose

When doing Industrial Placement at the Ritz-Carlton Pacific Place Jakarta, the writer aims to complete the curriculum well. Besides, the writer must complete the task given by the superior to improve the coordination and cooking skill in the kitchen department. By the end of the program, the writer hopes to show results in skill improvement and good ability in kitchen such as cutting, plating; and not to mention to improve knowledge about the ingredients. Next purpose of this Industrial Placement is that so the writer can experience how hard real work is, especially working in the kitchen. By experiencing the real work in food production, the writer can get more knowledge and

share this experiences with the juniors of Hotel Operations in Universitas Multimedia Nusantara.

C. Period and Procedures

Industrial Placement is a mandatory for every student of Universitas Multimedia Nusantara, especially in Hotel Operations Program. This subject period ranges between 4 to 6 months. For the Hotel Operations program students, this program must be followed by students twice, which are in the third and sixth semester. As a sixth semester student, this report is the writer's first journey in undergoing an Industrial Placement program since the writer fail to join the program in the third semester. This Industrial Placement starts from February 1st, 2021, until August 1st, 2021.

The first stage that the writer must do before starting the Industrial Placement is the interview. The writer was interviewed on January 20th, 2021 by Ms. Devita as the trainee manager of The Ritz Carlton Pacific Place Hotel Jakarta. The writer was asked questions in English about the writer insight in hotel industry. After all the question are answered the HRD will email the writer. After a couple of weeks, the writer received email from HRD and was told to bring medical checkup file and hotel tour via online. The writer was given a schedule for next week job. The writer has to wear black long pants and safety shoes for start working in the kitchen also a pen and a note.