

CHAPTER I

INTRODUCTION

A. Background

The background of joining Industrial Placement program is to hone the writer's skills to get directly involved in the hospitality industry, especially in hotel. Indonesia has a very potential tourism sector. Because this country is diverse in terms of the culture, beautiful scenery, vast natural resources, local hospitality also creative and building middle class consumers. (Kemenparekraf, 2021). Since the COVID-19 pandemic hit in early 2020, the number of hotel occupancy has decreased drastically and many hotels in Indonesia were forced to close too. According to Maulana Yusran from PHRI (2021) there were almost 1.200 hotels have to close temporarily due to COVID-19 in Indonesia. Many hotels also have to terminate their employee (PHK) or paid or unpaid them, cause of hotel's unbalanced operational cost and revenue. Those effect happens to many starred hotels, especially during implementation of PPKM. It is such a tragic situation for every hospitality business. Because to this situation, people tends to be more cautious and careful when going to public area. Moreover, many of them rather stay in their house, rather than staying in hotel to prevent any unnecessary things.

During this pandemic era, Mandarin Oriental hotel encountered the effect, such as decreasing room occupancy and income, closing several in house outlets also drastic changes to the health protocol. Despite the terrible outcome, Mandarin Oriental still stand strong with the help of excellent hotel management. Mandarin Oriental did many adjustments to prevent COVID-19 by launching a 'We Care' program, in which the hotel cares about the guest and staff's safety and health. The program itself offers many clever and safe about guest's arrival until check out health protocol method.

The pandemic situation will not prevent the writer for not to do the Industrial Placement Program. The writer has to require to follow all of the health protocols. The hotel that the writer has chosen has the CHSE certificate of health protocol that meets the health minister standard. So the writer will gain more experience and knowledge through the Industrial Placement Program with more confidence.

Luckily, Universitas Multimedia Nusantara are allowing their students to do the Industrial Placement Program during this pandemic also choosing their own selection of hotels, as well with additional requirements to be ready facing the Industrial Placement Program.

In the end, he writer hope that the tourism industry grows slowly until normal state so the establishments and the consumers will get the same benefit, the industry will grow and consumers will enjoy the hospitality. Not forget too, the hotel establishment needed apply with CHSE also creating ideas for build up more trust and draw more guests to come. The following is data comparison between 2019 and 2020 regarding the decline in hotel occupancy.

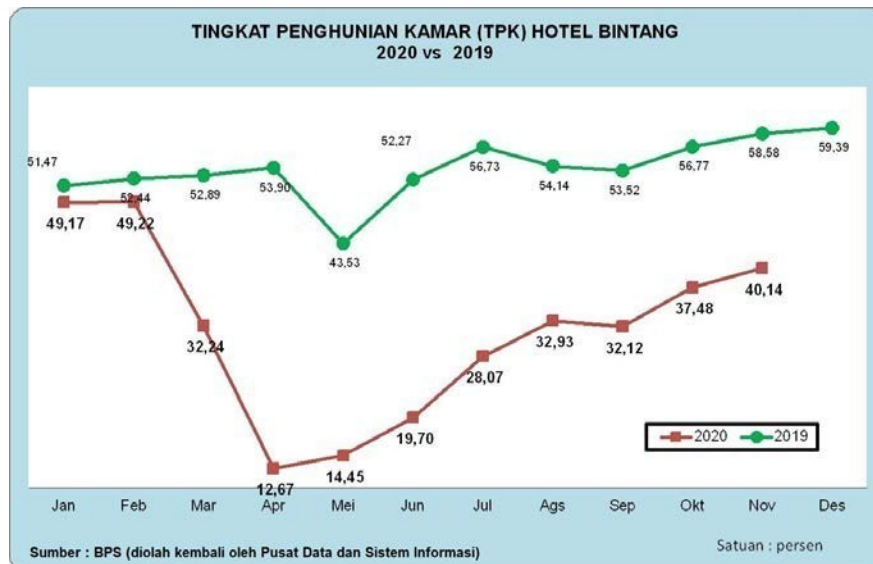


Figure 1.1 Hotel Occupancy Graph Decline

Source: <https://kemenparekraf.go.id/statistik-akomodasi/Tingkat-Penghunian-Kamar-Hotel-Bintang-Tahun-2020>

B. Purpose

Industrial placement is a program that aims to prepare students for the real world of work in hospitality during the third semester. Industrial Placement is recommended to be joined by all students to get the full experience. It is also one of the requirements for completing the semester and requirement for graduation in UMN. and will be continue in sixth semester for kitchen or F&B division industrial placement. The university expects all of the students to take the Industrial Placement seriously and take full advantage of the opportunity.

Without doubt, joining an Industrial Placement during pandemic era is completely different than years before. The author must understand and follow the terms and conditions from the university and everyone also afraid of getting exposed with COVID-19 while doing the IP. So the author must take care of his health properly and follow the health protocol rules in the hotel strictly.

Industrial Placement Program will really be valuable, because it is a program that hope to improve our skills that have previously learned in online class to be implemented in real hotel working environment. The writer will meet and contact directly with work colleagues, superiors and guests. The writer also must be able to communicate with them professionally too, after six month spent in Housekeeping Department the writer gains more experience and networking around hotel industry also understands about Housekeeping Department also other hotel's department responsibilities.

The writer will receive numerous experience and skills from the seniors, supervisors and work colleagues during six month of internship. Over time, the writer also receives constructive feedbacks and support to become a skilled trainee. After finishing the Industrial Placement, the author hopes to take the positive side of the Industrial Placement, because it will be an unforgettable work experience.

C. Period and Procedures

The writer's Industrial Placement program is held from 12 July 2021 until 11 January 2022.

The writer has to submit several files to start the Industrial Placement Program.

- a. The writer has to submit several required files to start the Industrial Placement Program, such as Curriculum Vitae, Cover Letter, IP Report, GPA, also Certificate that writer has joined a webinar in UMN or other source that is related to the hospitality industry.
- b. While submitting required files, writer can do the Mock Interview with the lecturer or advisor. In this step, the writer is being tested and will be given feedbacks about what to be improved for interview skills and correcting any difficulties with the files as well.
- c. After both of step has done, the writer has to prepare and completing Fit and Proper test and Hotel Knowledge test. This test is to establish that the writer has been qualified and understand more about general hotel knowledge and room division knowledge.
- d. The writer has to fill the KM 1 to KM 8 with the required needs.
- e. The writer can do the Industrial Placement in Mandarin Oriental Jakarta while completing all of the KM.

D. On Placement

To begin the Industrial Placement, the writer has to do several steps to be accepted in the hotel. Since this is the third semester industrial placement, the lecture helps all student's application process until it finished. After applying, the writer must pass the interview twice. In the first interview screening, the writer was being questioned by the human resources and the housekeeping manager. Both were asked basic questions such as the reason the writer chose to do the Industrial placement in Mandarin Oriental, skills, the writer weakness also general knowledge about the hotel. Then, the second interview was held about a week later. The writer was being questioned directly by the housekeeping supervisor. In this step, the questions were more housekeeping technical, such as uses of chemicals and housekeeping SOP's.

The writer passed those interviews. Because of the situation, the orientation was held online using Microsoft Teams for a whole week. It was a very educational education, because the writer learned greatly about the Mandarin Oriental's vision and mission, pillars, hotel's organizational structures, events and many important aspects.

After the writer had passed the interviews and got accepted at Mandarin Oriental, the writer will have to complete the requirements documents such as medical checkup, photocopies of the identities also go to the hotel for housekeeping uniform fitting and be given the locker key.

E. Post Placement

The writer has to submit the IP Report according to the schedule and must be submitted to the advisor. Eventually, the writer has to make a presentation about the Industrial Placement report in front of the advisor to able to continue for further needs.