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CHAPTER I

INTRODUCTION

A. Background

The tourism industry is recently developing in Indonesia. It can be seen from the enhancement of hotels, restaurants, shopping areas, tourism places, throughout Indonesia. According to World Travel & Tourism Council's research, travel and tourism in Indonesia grew at 7.8% last year and supported 10.3% of all Indonesia's employment, or 13 million Jobs. This makes Indonesia as the third-largest Travel & Tourism economy in South East Asia after Thailand and the Philippines.

Bali is one of the most visited tourist area in Indonesia. According to TripAdvisor.com, Bali crowned World's Best Destination 2017. From this fact, the writer chose Bali as a place for this Industrial Placement program. In addition, the writer can learn to adapt to the new environment and culture that can improve social skills and expand relationships. As a tourism area, Bali has a variety of accommodation options, ranging from budget hotels to luxury hotels. One of them is Renaissance Bali Uluwatu Resort & Spa that become the writer's choice to apply knowledge in this Industrial Placement program.

Renaissance Bali Uluwatu Resort & Spa is a five-star hotel located in Ungasan, Bali, Indonesia. It is a distinctive premium brand of Marriott International. This hotel is commanding spectacular views from high on a hilltop overlooking the Indian Ocean. Working in Marriott International properties gives better chance to work overseas or everywhere in other Marriott's properties.

The conclusion is being a part of Renaissance Bali Uluwatu Resort & Spa will increase the writer's readiness to work in Indonesia tourism industry. As a trainee the writer will enrich social relationship, which can help the writer's further career development. The standard that has been applied in every property under Marriott International also could help writer to habitual with an international standard of being an hotelier.

B. Purpose

The Industrial Placement Program was followed for several purposes:

1. Fulfillment the course curriculum

Hotel Operation Program in UMN is obligated for the students to take a second Industrial Placement Program as one of the requirement for graduations. The 2nd internship is focused on Food and Beverage Department. The period for this program is six months.

2. Implementing knowledge that has been learned

There are a lot of knowledge and practical skills that the writer learned in the campus. The food and beverage service class cover the knowledge on how to serve, how to explain the menu, how to engage with the guest, how to make a coffee and cocktail, basic knowledge about service sequence, wine, and many more. Based on this knowledge, the students are expected to implement it to the real situation in the industry

3. Gain experience and knowledge

Facing a real situation during industrial placement could gain more experience and knowledge for the student. For example, the student will have experience of handling complain, how to engage with the guest, how to work faster, etc. It will practice student's ability to think.

4. Building a relationship with the hotel, employees, and guests

Enrich social relationships is the key for everyone to get a job. It is an excellent opportunity for making a lot of working channel during the industrial placement program.

5. Show performance as a first step into the industry

This industrial placement program was held in the last semester of Hotel Operation first batch student. After this program, the student will be graduated and find a job. Students could take this opportunity to show their performance in order to get attention from the hotel.

C. Period and Procedures

Industrial Placement program is started from 13th January 2020 until 13th July 2020 at Renaissance Bali Uluwatu Resort and Spa in Food and Beverage Service Department. It was held on the 6th semester. Before the program start, student have has to complete several requirements. It is divided into internal process and external process.

Internal Process:

1. Students have to pass in the 5th semester with minimum score C for each subject by attended o final exam.
2. Students should choose department; pastry, kitchen, or FB service.
3. The student could choose a hotel/restaurant for running her industrial placement program.
4. Students must fill the application form (form 1) with a signature of head of hotel operation department.
5. Students send the CV, application letter, and application form to the chosen hotel.

External Process:

1. Students must do a hotel interview with the HR and department manager after getting an email response from the hotel.
2. If the interview is passed, students have to do a medical checkup.
3. Students fulfilled the hotel requirements for trainee, such as fill the form/agreement letter, SKCK, family card, ID card, etc.
4. Students attended trainee orientation at the chosen hotel.
5. Students started the industrial placement at the section that already chosen.

