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CHAPTER I INTRODUCTION

A. Background

The implementation of industrial work practices is very important, especially the students of the Hotel Operation Program to open the horizons and broaden experience of students in the tourism industry. Given the current development of tourism, skilled and professional human resources are needed to meet market share demand for skilled and professional workforce in the field of tourism, especially hospitality. Knowing the work activities of the hospitality industry carried out through industrial work practice programs, students are expected to be able to carry out industrial work in the field as well as possible and responsibly with the knowledge and experience gained during the industrial work practice program.

Industrial placement is a form of organizing education from the Universitas Multimedia Nusantara that integrates systematically and interconnectedly between educational programs on university with industrial programs obtained through activities directly working in the tourism and hospitality industry to gain professional expertise in the field. Professional expertise can only be formed through three main elements knowledge, experience, and character.

Knowledge can be learned and mastered when and wherever, but experience and characters cannot be formed on a daily basis, because it takes a long time to shape one's experience and character in order to survive and succeed in the industrial world. In the Job Training, students get an additional knowledge, experience and character building, those that have been obtained and that have never been obtained while in the university. This is what the author can express through this industrial placement report, so that it can be used as a reference for students who will enter into the real world of industry.

B. Purpose

In This training is for innovative, challenging and focused on the real world of work. As can be seen the training program takes about three months. The training program provides the latest business knowledge and relevant tools, builds management and leadership skills, and gives you hands-on experience. In fact, training program is the regulation that author need to past at Universitas Multimedia Nusantara and for see the real hotel operation also get the good connection with hotel and another trainee.

Training program is one of the requirements for graduation at Universitas Multimedia Nusantara Hotel Operation Program. Author will do the training clearly and right, also make the training report correctly since author want graduate as soon as possible. Then author need to have a high GPA, so the author can work again in the Nusa Dua Beach Hotel & Spa and have a higher position. Accordingly, this training report is for the next batch, so can imagined how the training program obtain and can choose Nusa Dua Beach Hotel & Spa for the training program next semester. To sum up this training program is not just for author or Universitas Multimedia Nusantara regulation but, it also for the next batch at Universitas Multimedia Nusantara.

Author can get much experience from Nusa Dua Beach Hotel & Spa. As can be seen Nusa Dua Beach Hotel & Spa is the first 5-star hotel in nusa dua area. In Nusa Dua Beach Hotel & Spa author can improve cooking skill, working in team and emotional control. Also, the author learns about many human characteristics, like temperamental guest or friendly guest. After all, experience is the most precious treasure that author can learn in Nusa Dua Beach Hotel & Spa because experience is an investment.

This activity also has a big impact because it will give people knowledge about the real world of work. In training program every person have they own working hours and schedule, but very possible that some person needs to have over working time because some person not coming or get sick. At another key point the author can see the real flow of work at hotel. In the end, this training will improve author knowledge, solving problem and teamwork skill.

Definitely, to prepare a person in the world of work the person need to take training program. Another key point is for the person itself to see the real work situation at hotel regulation. Also, it will give a good connection with the hotel.

C. Period and Procedures

Period is the time needed for one complete cycle of vibration to pass in a given point. Procedure is a set of actions that is the official or accepted way of doing something. The period of this training program is three months. The procedure and preparation from Universitas Multimedia Nusantara and Nusa Dua Beach Hotel & Spa are more than three months because of three procedures.

First, counseling which department and place of industrial placement is more capable for student from Universitas Multimedia Nusantara. It is for give the students more prepared and make the students need to search about hotel background. The student asks for choose which department that the student want, and the lecture will see is the student capable and suitable with the department.

Universitas Multimedia Nusantara also gives the student about the standard SOP kitchen & Pastry. Students learn about attitude in kitchen, safety cooking, cutting skill, stock, Indonesian food, French food, Italian food, Chinese food, Greek food, Indian food, western food, cake, bread, petit fours, and mother sauce. Ultimately most off the SOP very useful for the trainee because it is the basic for being a kitchen and pastry chef.

The last procedure is interview from Nusa Dua Beach Hotel & Spa. Some question that Nusa Dua Beach Hotel & Spa give is like “tell me about yourself?”, the interviewers want to see how far a people sell and tell about themselves in two minutes. The next question is “what you know about our hotel?”, the interviewers want to know how comprehend the person about the hotel. The last but not least the interviewers will tell “the result of the interview and position will be announced in two weeks”. Obviously in two weeks the interviewers will see how competent the person with another interviewee.

Definitely, period and procedure are something that is mandatory for a person to past and can work in some company. Universitas Multimedia Nusantara give counseling, so student choose the right department. Also give standard SOP for

kitchen & pastry. The last are from Nusa Dua Beach Hotel & Spa who give the interview to see how competent the person for the hotel. Last but not least, there are three procedures that author have to pass in order to be accepted by the hotel.