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CHAPTER I

INTRODUCTION

A. Background

As a student of Hotel Operations program in Universitas Multimedia Nusantara, having to undergo Industrial Placement Program two times in a hotel is a must. For the writer do the Industrial Placement Program in a five stars hotel is a pride. There is also be considered by the writer when choosing the hotel for Industrial Placement Program. During the second Industrial Placement Program, writer was accepted at The Apurva Kempinski Bali. There are three motivations for the writer to choose The Apurva Kempinski Bali to be the place for undergoing the Industrial Placement Program.

Writer considers about the location of the hotel. The location is very influential as it relates to the transportation used. The writer considers using two modes of transport, the online transportation or personal vehicle. The Apurva Kempinski Bali can be reached by using both transportation modes. By using online transport, writer can get to the destination more quickly because it is assisted by drivers who already know the route and by using personal vehicle, writer will spend more or less the same for gasoline and maintenance.

Superiority of The Apurva Kempinski Hotel is a luxurious 5-stars hotel and international chain hotel under Global Hotel Alience (GHA) and also The Apurva Kempinski Bali is a hotel that standing atop the majestic cliff of Nusa Dua, with breathtaking views of the Indian Ocean and tropical garden, The Apurva Kempinski Bali offers the epitome of beachfront luxury. This five-star hotel in Bali presents itself as a majestic open-air theatre, an embodiment of Indonesian elegance.

The knowledge gained by training at the hotel. During the training period, writer can operate the system used by the hotel and enhance skill for serving guest. After passing the Industrial Placement Program at The Apurva Kempinski, the writer might have the advantage of being hired by the hotel under Global Hotel Aliance (GHA) or another company that use similar systems in their hotels because writer is familiar with the system.

Obviously every student in Hotel Operations program may have their own reason for choosing the Industrial Placement Program location. However, writer clearly

chooses the location by three reasons. The location of the hotel is the main consideration. Next, hotel background is also very influential for further training. And lastly, the hotel can improve writer skill in food and beverage service department, so that writer knowledge can be implemented directly.

B. Purpose

In this Industrial Placement Program, the writer has set up purposes that should be achieved. To achieve those purposes, the writer must run and complete many things, such as the Industrial Placement Program report and the ability to work at hotel during the Industrial Placement Program. Below are the purposes that writer wants to achieve after Industrial Placement Program at The Apurva Kempinski Bali.

1. The Industrial Placement Program is to fulfill graduation requirements as the student of Hotel Operations. All of the students of Hotel Operations Program at Universitas Multimedia Nusantara have to pass this course. In semester six, the students must choose either they want to do the internship in food production, pastry or food and beverage service.
2. To help the writer in writing the Industrial Placement Program Report. If the writer did not conduct any Industrial Placement Program, then it would be impossible to finish this report. In this report, writer can improve the ability of writing and enrich the vocabulary in English. The writer was also able to properly compile the right word to a sentence.
3. To enhance the writer skill in hotel industry, especially in Food and Beverage Service Department by learning from the hotel employees, trainee supervisor and also fellow trainee. From the Industrial Placement Program, the writer aims to build relationships with people in hotel industry so writer can generate job opportunities which will be helpful for future career
4. For giving information to writer juniors at Hotel Operations Program in Universitas Multimedia Nusantara. The information given is about writer real experience during the Industrial Placement Program. Hopefully with this information, the juniors can have insight of the hotel's real industry.

C. Period and Procedures

The hospitality Industrial Placement Program for Multimedia Nusantara University starts from January 2020 until July 2020. Industrial Placement Program can be carried out if students complete financial requirements and have graduated in the previous semester. Hotel Operations students must also choose hotels for their Industrial Placement Programs based on the list of hotels provided by the program. Then starting from October 2019, the writer must do training consultation with the Hotel Operations lecturers. The consultation took around 30 minutes for each student on a different day. The consultation aims to determine the hotel and department that students choose and also do CV and cover letter revision before sending it to the hotel.

At the stage of the first interview, writer was interviewed by Mr. Harisson Tompodung as a training manager for The Apurva Kempinski Bali. During the interview, there are many questions asked by the interviewer, especially about writer personality. After qualifying the first interview stage, the writer goes on to the second stage. At this stage the writer was interviewed by Mr. Wahyu Nugraha as Villa Lounge Manager. The writer was given several questions as to what the service means according to the writer and how to serve guest properly. After the two interview stages were completed, the writer must wait for the results of the interview (whether the writer was accepted for the Industrial Placement Program or not).

Following the interview result, writer was accepted for an Industrial Placement Program in the food and beverage department. Before starting the first day of the internship, all apprentices conducted a hotel tour guided by HRD (Human Resources Department) staff to find out about hotel facilities and areas, as well as hotel policies that must be followed by apprentices.