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CHAPTER I

INTRODUCTION

A. Background

Industrial Placement program is conducted so the writer can learn and carry out what they have learned in the Hotel Operations Program to the real industry to compare the relevance of their competency and expertise. Given the current development of tourism, skilled and professional human resources are needed to meet market share demand for skilled and professional workforce in tourism, especially hospitality.

Knowing the work activities of the hospitality industry carried out through industrial work in field as well as possible and also responsibly with the knowledge and gained experience during the industrial placement program.

In industrial placement, the writer get additional knowledge, experiences also character building that have never been obtained while in the university. This is what the writer 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

There are purposes why writer do the industrial placement program:

1. Writer can gain work experience. Writer can know the situation of working in hotel industry, for example, writer can serve the guest in real situation and learn about make a product with standard procedures.
2. Learn about make a product with standard procedures. Writer can learn and get a recipe how to make every type of breads in hotel, learn how to set up and the breads at the restaurant outlet for breakfast, brunch and dinner.

C. Period and Procedures

In Hotel Operations Program, writer should do an Industrial Placement program. In semester six, the writer should do Industrial Placement program in Food and Beverage such as Bakery Department. The period of this industrial placement program is six months.

1. Pre-Placement:

Before starting industrial placement in hotel, the writer should:

- a. Make a Curriculum Vitae
- b. Send all CV to the hotel
- c. Interview at hotel with human resource department and user
- d. Final result that student accepted in hotel
- e. Do a medical check up

2 On-Placement:

Here are some Industrial Placement activities for six months:

- a. Set up breakfast at Executive Lounge
- b. Clear up working table and chiller.
- c. In charge breakfast at Pala Restaurant
- d. Clear up at Executive Lounge
- e. Make a product
- f. Set up dinner at Pala Restaurant

3. Post-Placement

After industrial placement in The Apurva Kempinski Bali Hotel, writer made an industrial placement work report. The reports are prepared with the standard format provided by the university. Then, the report has to be reviewed with the help of the advisor as the report must follow certain rules. After that, the coordinator scheduled the report presentation.