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CHAPTER I

INTRODUCTION

A. Background

The Industrial Placement Program is a program that a writer must do to learn more intensively about how the operation works in the hospitality industry. Although the writer has learned a lot of things in the university, the Industrial Placement Program helps the writer to gain insight and a better understanding of what it takes to be a worker in the hospitality industry.

The writer did an Industrial Placement Program in The Ritz-Carlton, Bali. The Ritz-Carlton, Bali is a hotel and resort located in the Nusa Dua, Bali. The location of the hotel itself became one of the reasons why the writer chose to train there. Bali is renowned for its beach, attraction, and culture. Hence, Bali gathers a lot of tourist from every part of the world. Due to The Ritz-Carlton, Bali location, the writer believes the hotel will attract a lot of guests and writer could learn a lot of different guest characteristics and how to handle them accordingly.

Another reason for the writer choosing The Ritz-Carlton, Bali is due to its well-renowned brand. The Ritz-Carlton brand is known throughout the world. In almost part of the world, there is a Ritz-Carlton Hotel. for example, The Ritz-Carlton, Kapalua in Hawaii, The Ritz-Carlton Hong Kong, and The Ritz-Carlton Wolfsburg in Germany. Therefore, after the writer finished training in The Ritz-Carlton, Bali, writer could get to work in one of the hotels in many locations that The Ritz-Carlton owned.

In conclusion, this Industrial Placement Program is truly important for the writer to follow due to the program could help the writer to gain insight and a better understanding of what it takes to be a worker in the hospitality industry. The writer chooses to train in The Ritz-Carlton, Bali because of a few factors. First, for its location, the writer could learn a lot of different guest's characteristics because Bali gathers a lot of tourist from every part of the world. Second, considering its well-known brand, they have a lot of hotels in a lot of countries which resulted the opportunity that the writer could get to work in one of those hotels.

B. Purpose

Since the program has a few purposes that the students could gain, The Industrial Placement Program needs to be followed by the students of the Universitas Multimedia Nusantara. The purposes of the program are:

1. Preparing the Writer for the Working Environment

By following the Industrial Placement Program, the writer could get a better understanding on how is the working situation in hotel industry. The writer will be trained in a particular position. The writer will work in that position throughout the program. Therefore, writer will learn little by little how to complete and perfecting the job. Hence, the writer abilities will develop during the training.

2. Helping the Writer to be More Professional

While training in the hotel, the writer is required to be more responsible for completing each duty and be more dependable by learning and following the seniors' example on how to solve the problems that could happen. By keep doing it, the others will be able to trust the writer with the job.

3. Completing the Course Curriculum set by The University

The writer is required to do an Industrial Placement Program to pass the sixth semester. Because, the Industrial Placement Program will be the time when a writer practices and uses the knowledge and skill gained from the university to the actual hotel industry. After finishing the Industrial Placement Program, the writer then needs to write an Industrial Placement report. The report contains things like procedures, experiences, and many more things that are gained during the Industrial Placement.

C. Period and Procedures

The writer conducted an Industrial Placement during the sixth semester in the university. The Industrial Placement Program is for the Food and Beverage Division, with the writer chooses to train in Food and Beverage Service Department for six months.

1. Pre-Placement:

Before the Industrial Placement Program, the writer should prepare a few things such as creating a CV and cover letter, reviewing the CV and Cover Letter with the advisor, sending the CV and Cover Letter to the hotel, having an interview for

the intern position, waiting for the final result, and fulfilling the requirements such as medical check-up.

2. During-Placement:

There are a few activities that the writer did during Industrial Placement for Food and Beverage Service, such as: preparing the cutleries, preparing the glassware, preparing the chinaware, serving the food to the guest, clear upon each guest wing, and transferring the dirty plates to the steward.

3. Post-Placement:

After the Industrial Placement Program, the writer has to make a report about what he did during the program. The report then has to be reviewed with the help of the advisor as the report must follow certain rules. After the report is finished, the Industrial Placement coordinator scheduled a presentation meeting for the writer to present the report. Finally, the report is submitted to the library of Universitas Multimedia Nusantara.