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# **CHAPTER I**

## **INTRODUCTION**

### **A. Background**

Industrial placement has become the most important program for students who want to finish their study. In Hotel Operations Program Universitas Multimedia Nusantara, this program must be done twice. The first industrial placement program has been done by the writer in front office department, and the second industrial placement in food and beverage department.

The writer chose Novotel Tangerang Hotel for the second industrial placement. Novotel Tangerang is a business hotel that located on the heart of Tangerang City. The location of the hotel is easy to access by public transportation and near from the airport. Novotel Tangerang has a good service to the guests, this hotel served guests as a five-star hotel.

The writer chose this hotel because they are a part of ACCOR hotels group. In international hotels group, the writer can obtain a better knowledge and experience. They must have a good standard procedure which is good for the writer. The writer learned both practical and theoretical, also soft-skill by training from learning and development department. By joining to this hotel, students can implement and compare the lesson from campus.

In conclusion, this industrial placement is very important for the writer to work in real industry. Because, the writer can learn how to be professional. This hotel has a lot of training which is good for employee or trainee to improve their hospitality, knowledge, and operating procedures.

### **B. Purpose**

By joining the industrial placement program, the writer should know what is the objective for this program. There are some purposes which are relatable with this program, such as:

1. Ready for working

In this period, the writer can experience working in real industry, so the writer knows how to be professional.

2. Obtain professional skills

During the industrial placement, the writer can learn by doing. In every activity, the writer should know the detail to work as a professional.

3. Completing campus course curriculum

The industrial placement program is a part of requirements to finish study. The writer had to pass the first and second industrial placement to fulfill the course curriculum.

### **C. Period and Procedures**

The writer started the industrial placement from January 15<sup>th</sup> 2020 until July 15<sup>th</sup> 2020. Before accepted at the hotel that the writer chose, students had to pass the minimum GPA for their academic. If passed, students can prepare a good curriculum vitae and cover letter to be sent to the hotel. Curriculum vitae is the first impression from human resource before the interview. If the curriculum vitae and cover letter confirmed from the human resource, the writer can move to the interview. In Novotel Tangerang, the interview was present about personal data and experience also answer all questions during the question and answer section. After the hotel interview, the writer submitted a complete medical check-up for the next requirement.

In industrial placement period, the writer must finish six months and join training class that might be held by learning and development department. The first important training class that must be attended by all trainee and employee are about WATCH (We Act Together for Children) and ATFAC (a Tree for a Child), both are community service program from ACCOR about sexual exploitation of children in travel and tourism. During training class, learning and development department explain all about children exploitation, includes the meaning, background, and how we act as a hotelier. Besides that, trainee has a responsibility to make a project related to the department. There are three themes for project such as food business, food waste, and food engineering. The project was a requirement for trainee, but at this time the project was cancelled because of pandemic situation.

At the end of industrial placement, the writer also has a responsibility to complete the industrial placement report and passed the examination. Students got a schedule for report submission deadline each month during industrial placement program. After completed, students should attend and pass the examination that been scheduled also.