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CHAPTER I

INTRODUCTION

A. Background

In semester three, the writer has to do Industrial Placement to fulfill the graduation requirements from campus. To develop and sharpen Front Office knowledge and skills, the writer chose Pullman Hotel Central Park as a place to do Industrial Placement. Writer chose Pullman Hotel Central Park for developing career experience. When doing Industrial Placement in Pullman Hotel Central Park, the writer got valuable experience in professional work. During Industrial Placement, writer was expected to be provided with insight of career possibilities, so after graduating from the campus, there is less worry about looking for work.

Next reasons is writer's personal development, which includes the growth and development for the professional development. Through this personal development, the writer will have more confidence and be trained to have a strong mentality when working in a hotel since the writer has to deal with guests with different nature and characters. Besides that, writer was expected to be discipline and punctual, so that the writer could work more efficiently and effectively. Therefore, personal development is very important for the writer to be able to complete the Industrial Placement.

B. Purpose

Hoping that there are several things from Industrial Placement that can be obtained and can be used after graduating from the campus for working in a hotel, writer learnt hard to get new skills and knowledge about Front Office. So, there are two purposes that the writer wants to achieve after completing the Industrial Placement at Pullman Hotel Central Park.

The first purpose is to get a good network. In Industrial Placement, writer will meet many seniors in hotel who have more developed skills, knowledge, and experience. The writer can learn a lot from them. Writer can also get a lot of new friends and have good relations with them in Pullman Hotel Central Park. From these networks, it will make the writer to get informed about hotel job vacancies. Therefore, networking is important for writer to secure future career path.

The second purpose is to fulfill graduation requirements. As a student of Hotel Operations Program in Universitas Multimedia Nusantara, writer must do Industrial Placement in semester three as a part of Front Office Department or House Keeping Department. And then, writer must make a report of Industrial Placement after completing the Industrial Placement.

B. Period and Procedures

Before conducting Industrial Placement in Pullman Hotel Central Park, the writer has to follow the procedures given by the Hotel Operation Program. So, the Industrial Placement can run smoothly.

The first step was to pass the fit and proper test about the Front Office Department. Back then, the writer did not fail the test because the test score reaches the standard score, which is 85.

The second step is making a resume, CV, and cover letter. After some revisions, the documents are merged with the writer's GPA record and certificates. From the results of the GPA record, the writer will find out to do Industrial Placement in 4-star, 5-star, or 5-star diamond hotel.

The third step is doing an interview test with the lecturer. This test is conducted in February 2019. The purpose of the interview test is to train the writer to answer real interview questions. Advisor asked common interview questions that are often asked by the hotel. The advisor gives advice if the writer's answer incorrectly. This interview take around 15 minutes.

On March 27, 2019, the advisor sent the writer's documents to Human Resources Department Pullman Hotel Central Park. On April 2, 2019, the writer was interviewed at Pullman Hotel Central Park. During the interview with the Front Office Manager, writer was being asked several things related to Front Office Department and Accor Hotel Group. After finishing the interview, the Human Resources Department called the writer to review the results with Front Office Manager. Then, it was informed that writer was directly informed to be accepted for the Industrial Placement as a part of Front Office Department at Pullman Hotel Central Park for 6 months starting from 8 July 2019 until 7 January 2020.