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CHAPTER I

INTRODUCTION

A. Background

Industrial Placement is mandatory for the students in Hotel Operations Program, Universitas Multimedia Nusantara. It is useful for the students to look for professional development. During Industrial Placement, the writer can develop skills and knowledge about Hotel Industry, especially in Front Office Department. Doing Industrial Placement can specify career plan and give more thoughts to make decision about what writer should do after graduate. There are some reasons why writer choose Atria Hotel to do the Industrial Placement.

Firstly, Atria Hotel is four-star-hotel. It is a local chain hotel under Parador Hotel and Resort. In this hotel, writer believes to be able to improve the ability and skill especially in Front Office department. Industrial Placement is a big opportunity to develop skills by getting as much information and experience as possible.

Secondly, writer considers about the location. The location of Atria hotel is advantageous for writer. The distance is within 30 minutes from where the writer lives. Writer can use with private vehicle to save the cost.

Every student in the Hotel Operations Program has their own reasons for choosing Industrial Placement. Writer is interested in Industrial Placement because the hotel can improve the ability and skills of writer in the Front Office Department, so that the writer knowledge can be implemented directly.

B. Purpose

In Universitas Multimedia Nusantara, the purpose of Industrial Placement is to fulfill the curriculum standard. In Hotel Operations Program Industrial Placement will be performed two times. The first one is in Room division and the later on in Food and Beverage Department. For writer there some purpose to do Industrial Placement at Atria Hotel Gading Serpong.

Firstly purpose is that the fact that Industrial Placement can improve soft skill and hard skill. For example the writer can learn directly of doing check in and check out,

operating the Front Office System (FOS), and handling request and complaint. These skills can be implemented directly in Atria Hotel Gading Serpong.

Secondly, Industrial Placement is to build relationships and connection, between trainee and supervisors or other division at the hotel. Especially at Front Office department trainee must have the ability to interact and have good communication with other people.

Lastly, the purpose is to help the writer in writing the Industrial Placement Report. This report is written as proof and requirements as students in the Industrial Placement. In this report, writer can improve ability of writing vocabulary in English. Also train not to become plagiarizing or take source reports from other people.

C. Period and Procedures

Students of Hotel Operations Program in Universitas Multimedia Nusantara must prepare some requirement before going Industrial Placement. There some requirement for writer to do Industrial Placement. Firstly, around January to February, the writer did FIT (Free Individual Traveler) and Proper Test to know about the hotel industry and knowledge of front office department. The writer failed one on the first Industrial Placement test about hotel industry general knowledge. The writer must do the remedial test with the minimum score 80 but, writer already follow remedial test and get score 85. After the test, the writer continued the process of making resume and cover letter. Next, the cover letter and resume must be submitted on January to Industrial Placement Coordinator.

Secondly, around March and April, the interview schedule can be checked for the students on the bulletin boards. Each student can be interviewed on separated day with the Industrial Placement Coordinator. The writer interviewed on March with Ms. Septi Fahmi Choirisa. This is the process for the writer before doing interview in Atria Hotel. Before the Industrial Placement, student must full fill the requirement for example the students GPA must have minimum 2.75. The higher level of hotel needs students with higher GPA to permitted to enrol there. For the last the writer get GPA Score 3.53 in first semester and second semester the writer get GPA Score 3.61.

Lastly, around May 2019 Industrial Placement Coordinator will submit resume, CV, certificate to email HRD (Human Resources Department) Hotel Atria Gading

Serpong. On 9 May 2019 writer doing interview with HRD and FOM (Front Office Manager). HRD from Atria Hotel will give the feedback Confirmation Letter to email from Industrial Placement Coordinator. On 16 June 2019 writer accepted Industrial Placement Atria Hotel Gading Serpong. On 24 June 2019 HRD also give the information to email Industrial Placement coordinator about orientation Industrial Placement on this occasion discuss about SOP (Standard Operating Procedure), rule and regulation must trainee follow when do working at Atria Hotel. In July the writer starts Industrial Placement on 3 July 2019 - 3 January 2020.