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CHAPTER I

INTRODUCTION

A. Background

This industrial placement is held so that student could have the experience to work in the hotel industry, gain knowledge and skills, and prepare students to enter the hospitality industry. All students must complete an industrial placement before graduating from Hotel Operation program in Universitas Multimedia Nusantara. Students had to do the Industrial Placement twice. First in the third semester and second in sixth semester. This industrial placement is one of the requirements for graduating from Hotel Operation program in Universitas Multimedia Nusantara. During the first industrial placement, the writer chooses Ritz Carlton Bali. The writer has two reasons for choosing the placement of Ritz Carlton Bali.

The primary reason is that the hotel's location. The writers want to experience a new atmosphere. The writers could experience working in new environment and working with people from different culture and background. Bali is also an international tourist destination so the writers could have interactions with tourists from other country which could trained the writer to speak different language.

Second, knowledge and experience is gained from this Industrial Placement. The writer meets several guests from different cultural and international backgrounds. The writer could experience meeting a guest with different wants and needs and also the writer could learn to adapt to work with people with different background. After finishing Industrial Placement, writer also has the experience to work in an international hotel group.

In conclusion, Ritz Carlton Bali is an excellent Industrial Placement hotel. This motivation contributes to a good working environment.

B. Purpose

Every student in Hotel Operations program in University Multimedia Nusantara will take industrial placement program. After conducting industrial placement for six month, the writer got a lot of new experience and skills. For the writer this industrial placement have three main purposes.

The first purpose is to gain knowledge and skills that can't be attained at the university. Learning at the university give the writer a lot of knowledge and skills that help writer to conduct the industrial placement, but there are some knowledge and skills that student can't gain in the university. These skills and knowledge is about guest demands or complaints. These problem help the writer to gain skills and knowledge about problem solving in the real industry.

The second purpose is to make the writer getting used to work at the real hotel industry, and it could help the writer to figure how to use time effectively. Working in the real industry is different than studying in the university because the writer meets directly with real guest, and real problems. The writer has to solve problems with great problem solving skills and as fast as possible.

Prepare the writer to enter the hospitality industry is the last purpose according to the writer. Student in Hotel Operations Program is trained with the hope these student could work after they graduate, so these industrial placement is meant to prepare student so they could have the experience of working in the hotel industry before they graduate.

C. Period and Procedures

Industrial placement is held twice at the Hotel Operation in Universitas Multimedia Nusantara. First in the third semester and the second is in the sixth semester. The first industrial placement starts from July 2019 to January 2020. In the first industrial placement, the student have 2 choices of departments that is Front office or Housekeeping. While on the second industrial placement, the choices are F&B or Kitchen. Currently the writer has just completed the first industrial placement.

The writer needs to fulfill the financial requirements, passed in two core subject (front office and housekeeping) in the first and second semester, and has a minimum GPA of 2.5 to be able to commit the industrial placement.

Before applying to the hotel, students have to pass two tests, the first test is a quiz about the hotel in general and the second test is a quiz depends on each student's department. The writer chooses Front office in the first industrial placement, so the test is about Front Office knowledge. And second, a mock interview with the lecturer. This mock interview was held to prepare student to conduct interviews with the hotel later. Choosing in which hotel to do an industrial placement, is the next step after passing the test. The writer also have to make the correct curriculum vitae checked by the lecturer before the curriculum vitae could send into the hotel that writer already choose. And finally, a hotel interview with the HRD is being conducted. The hotel determines whether the student are accepted or not.