

CHAPTER 1

INTRODUCTION

A. Background

A student must have the motivation to choose which hotel should be in an industrial placement especially students from Universitas Multimedia Nusantara majoring Hotel Operation Program. Students must undergo an Industrial Placement program at a self-selected hotel and surely all students have the motivation why to choosing the hotel as a place for industrial placement. The writer was trained at Century Park Jakarta Hotel. And there are three motivations why the writer choose Century Park Jakarta Hotel as a place for Industrial Placement.

First, the motivation of the writer wants to develop how to understand what has been learned practices, and explained on the campus of Universitas Multimedia Nusantara. The writer want to be more understanding working in a real hotel.

Secondly, is to get more knowledge from the hotel after doing Industrial Placement activities and also know what can be done in the housekeeping and laundry departments.

The last, the writer wants to learn more about the rules that can and cannot be done while working at the hotel. The writer knows what tools are used housekeeping and also the machines used in the laundry.

B. Purpose

When doing Industrial Placement in the hotel, there are purpose that must be completed.

The first purpose of Industrial Placement is experience the difference between when practicing in campus and working in the real hotel the writer learns to take responsibility when working in a hotel both in the housekeeping and laundry department.

The second purpose of Industrial Placement is the writer, increase skills and ability in the housekeeping and laundry department.

The last purpose of Industrial Placement is the writer, to get more knowledge after completing Industrial Placement in a hotel and can share first time experiences with juniors when we were at Multimedia Nusantara University how it felt when working in a real hotel.

C. Period and Procedures

Before conducting an Industrial placement program at Universitas Multimedia Nusantara which will begin in June 2019 until December 2019 especially in the Hotel Operation Program. The first step is that the writer must make the first CV and must also graduate from the semester before. After finishing making the CV immediately send to the Hotel Operation Program lecturer to make a revision before being submitted to the hotel that has been selected and after completing the CV. On March an interview with the lecturer will be held. When the CV has been sent to the hotel, the writer have to wait for an answer from the hotel when conducted the interview with the Human Resources Department and after that with the interview with the supervisor in accordance with the department that has been chosen by the writer either Front Office or Housekeeping.

The writer conducted an interview with the Human Resoures Department named Mr. Iman Safari. Many questions that have been asked begin, with self-introduction and after finishing the interview. When it is finished the interview is finally waiting for the results (whether received or not).

After completing the interview, the writer was accepted to conduct a training program at the hotel. But before starting Industrial Placement for the first time, it will be directed in advance about what facilities are available in the hotel and also the delivery of some materials in advance by the Human Resources Department, which are allowed and not allowed when doing work at the hotel.