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CHAPTER I

INTRODUCTION

A. Background

As a student of Universitas Multimedia Nusantara majoring Hotel Operations, the writer has to do Industrial Placement. To conduct the Industrial Placement, the writer choose Le Meridien Hotel in Jakarta. The writer prefers this hotel because Le Meridien is one of five star hotels in Jakarta. The writer can have real working experience at the hotel and then the writer can increase the skill especially in Front Office Department. The writer will get many information about Front Office from employees, trainee supervisor and fellow trainees. Besides that, the writer will get reference from this hotel so it may help the writer after graduating from Universitas Multimedia Nusantara. Another reason is because location this hotel. It is strategic and has many public transportation. The writer can use the public transportation inexpensively and can avoid traffic jam. All in all, every student in Hotel Operation Program may have their own reason for choosing the Industrial Placement and this is the reason the writer choose Le Meridien Hotel.

B. Purpose

There are some purposes that the writer must achieve in Industrial Placement. The most important purpose is to fulfill graduation requirements. Next, the writer can have real working experience. This experience can boost confidence for the writer to serve guests. Besides that, the writer can improve the communication skills especially in English because there are many foreign guests staying in the hotel. From this Industrial Placement, the writer can develop skills in Front Office Department and learn new things. During the Industrial Placement, the writer also learned to handle problems or complaints from the guests, to handle the guests' requests and to give feedback or solution correctly.

C. Period and Procedures

The period of Industrial Placement Program is six months. The writer started from 2 July 2019 to 6 January 2020. Before the writer did Industrial Placement

Program, the writer must complete several steps. The first thing that is most important is the GPA score. The minimum GPA score is 2.75 and the writer's GPA score is 3.30. The second is preparing a CV and cover letter. In the CV, the writer wrote about personal data, experience, education and skills that the writer's have and in cover letter, the writer wrote more specific. The third is the interview. The writer did mock interview with lecturers to prepare for the real interview with hotel's HRD. In the mock interview, lecturers gave questions and gave advice on how to answer the question correctly. Last step, the writer sent CV to the selected hotel. With the schedule set by the hotel, the writer did an interview with Mr. Revan. During the interview, the interviewer asked about the writer's personality and how to handle guest complaint. It took around 15 minutes. After the interview with Mr. Revan, the writer did an interview with Ms. Nina as User. During the interview, the interviewer asked about the writer's personality and what has writer learned in the University. After the writer has done the interview, the writer waited for the results of the interview whether the writer would be accepted or not. After the writer announced the result, the hotel gave the schedule for orientation before the Industrial Placement starts. In the orientation, HRD explained about the hotel's history, rules in grooming and attendance, and also other rules in the hotel. HRD did a hotel tour for giving information to the writer about facilities and area in the hotel.