

CHAPTER I

INTRODUCTION

A. Background

Education has an important part to develop knowledge and skills before work in real industry. To have experience in real industry, students are encouraged to get an Industrial Placement.

Industrial Placement is very useful for students to gain professional development while still being a student in a campus. To do Industrial Placement, students need some motivation that can help them to be more productive during the Industrial Placement. For writer, there are two motivations to do Industrial Placement in Oakwood Hotel & Residence Surabaya.

The writer is interested in Housekeeping Department. Writer wants to apply the knowledge and skills in Oakwood Hotel & Residence Surabaya that writer got from theoretical and practical class at Universitas Multimedia Nusantara. Besides, in Housekeeping Department, writer can strengthen the knowledge in maintaining hygiene and sanitation.

Writer wants to get new experience. In Industrial Placement, writer can enhance skills in real hotel industry, especially in Housekeeping Department. The skills that can be improved in Industrial Placement are communication skills, team work, make up room, order taker and laundry.

B. Purpose

Everyone has their goals in their life. For writer, the goals are to get a high score, good GPA and get experience both knowledge and skills. To have experience in real industry, students are encouraged to get an Industrial Placement. To improve professional experience, writer chose Oakwood Hotel & Residence Surabaya to conduct the Industrial Placement. The writer has two purposes to do Industrial Placement in Oakwood Hotel & Residence Surabaya.

The first is to fulfill the third semester requirement in Universitas Multimedia Nusantara. The writer has to pass the third semester by doing Industrial Placement 2

in Front Office Department or Housekeeping Department for six months and make the Industrial Placement Report to get minimum 2.5 for GPA score

The second is to prepare the writer for real career experience after graduation. Industrial Placement can help the writer to understand the working process in real hotel industry which can strengthen the basic skills and knowledge for the future purpose.

As a student, Industrial Placement is important for writer to pass the third semester and it can give a real experience to work in hotel industry.

C. Period and Procedures

Industrial Placement is a good program to get new experience and knowledge by working in a real hotel industry. As writer has been accepted to have an Industrial Placement in Oakwood Hotel & Residence Surabaya, the writer was informed that the Industrial Placement starts from 17 June 2019 until 17 December 2019. The Industrial Placement at Oakwood Hotel & Residence Surabaya will be focused in Housekeeping Department.

For the procedures of Industrial Placement, the writer had to pass the core subjects in first semester and second semester which are Front Office, Housekeeping and Laundry. Writer had to pass both the theoretical and practicum class. After that, the writer had to make cover letter and curriculum vitae. These documents later were sent to Oakwood Hotel & Residence Surabaya.

For the first interview, the writer was interviewed by Ms. Dita Anindra Vashti as Human Resource Manager via skype. During the interview, Ms. Dita asked the writer about personality and the reasons why choosing Oakwood Hotel & Residence Surabaya.

For the second interview, the writer was interviewed by Mr. Purwadi Adi as Executive Housekeeper. During the interview, he asked about writer's knowledge and skills. After the two interview ended, the writer had to wait for the result. After 2 days, writer was informed to be accepted for an Industrial Placement at Oakwood Hotel & Residence Surabaya.