

CHAPTER I

INTRODUCTION

A. Background

Training program is one of subject that must be completed by student at Universitas Multimedia Nusantara. Hotel Operation Programs have two stages training program which is in semester third and semester sixth that each of the semester have six months' length. In this industrial placement program all students expected to be able undergo their training program in five-star hotel. The writer chooses Oakwood Hotel and Residence Surabaya to be a place to learn and gain experience also for knowledge in real five-star hotel industries. There are three motivations why the writer chooses Oakwood Hotel and Residence Surabaya during the industrial placement.

First of all is Surabaya is top two the biggest city in Indonesia. The writer chooses Surabaya because there are many various people that come to Surabaya for destination and business work. To reach this hotel people can use online transportation such as *Grab* or *Go-jek*, also this hotel is placed near the ATM, supermarket, and mall including shopping center, food court, cinema, and game center. From the writer perspective, there are many boarding house near the hotel, so the writer can save cost and time when go to work.

Beside that, Oakwood Hotel and Residence Surabaya is part of Oakwood Worldwide with a presence in all 50 states of USA and more than 85 countries. Oakwood has grown to be the largest service apartment operator in the world with close to 25.000 serviced apartments throughout North America, Asia and Europe. Oakwood Hotel and Residence Surabaya is luxurious five-stars hotel that provide the ambience homey to the guest with the studio rooms inside.

Last is knowledge and experience in this luxury five-stars hotel. The writer can learn basic and tricks to sharpen skills in system also practical making bed skills. How to making bed properly, how to maximize time when the hotel in back to back situation, how to make up room in accordance with the applicable SOP. The writer can learn system outside of KG Hospitality Suite that used by hotel operation program in Universitas Multimedia Nusantara. After doing this training program the writer might have job offer related to similar system because the writer already familiar with the system.

B. Purpose

Industrial placements are very useful for undergraduates looking to gain professional development while working at the same time. They are an extended period of work experience, which can be either paid or unpaid. This industrial placement provides opportunities before go directly into the real industry. In this industrial placement, the writer already set the purpose that must be achieved. Below are the purposes that the writer wants to achieve after finish the training program at Oakwood Hotel and Residence Surabaya.

1. To help the writer in future career by making a good relation. The good relation can be attitude, personality, self placement, and good socialization.
2. To fulfill graduation requirements. All the students at Universitas Multimedia Nusantara must undergo the industrial placement at least once in order to graduate. Hotel Operations Program has two semesters that require students to pass the industrial placement program which is semester three and six. In semester three, the students must choose between Front Office and Housekeeping.
3. To help the writer finish the industrial placement report appropriately by doing the industrial placement program first. The writer also can increase vocabulary knowledge.

C. Period and Procedures

The period of training program is starts from July 2019 until December 2019. First condition that must be fulfilled is financial requirements for semester three, the GPA more than 2.75, also students have to pass previous semester without any D score in core courses. The writer choose want to go to which five-stars hotel in Indonesia, and further will be continue by lecturer which is Ms. Septi Fahmi Choirisa to communicate with the concerned HRD. Before that, the writer does personal interview with various lecturer. The interview usually took 15 until 20 minutes for each students. The lecturer also give recommendation so the writer can answer the question correctly.

At the first interview, the writer interviewed by Ms. Dita Anindra as the Human Resource for trainer of Oakwood Hotel and Residence Surabaya. Several question that asked is about writer's personality and parental permission. After that, the writer was interviewed by Mr. Purwadi Adi as the Executive Housekeeper at Oakwood. Mostly questions are about the knowledge and reason why choosing housekeeping and Oakwood to do Industrial Placement. After doing this two interview, the writer must wait for the result.

At the end of the result, the writer was accepted for do industrial placement program in Oakwood hotel and Residence Surabaya as Housekeeping Department trainee. Starting the first of the internship, the writer undergoing training regarding hotel history, SOP, hotel's chain, organizational structure, also little hotel tour (facilities, staff, and areas).