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# CHAPTER I

## INTRODUCTION

### A. Background

In Hotel Operations Program Universitas Multimedia Nusantara, having an industrial placement is a must. Every student is suggested to do an Industrial Placement at five - stars hotel, so they can have a work opportunity to gain professional experience in a good place. Writer chose Pullman Jakarta Indonesia to undergo the Industrial Placement for two reasons.

First is the prominence of the hotel. Pullman Jakarta Indonesia is a five - stars hotel and international chain under Accor Hotel. Accor Hotel itself provides many luxurious hotels in the world. Pullman Jakarta Indonesia offers true urban experiences for business and leisure travelers. It also gives the chance for the writer to work in their international chain.

The second is to gain the knowledge. During the Industrial Placement, the writer can sharpen the skills to operate the system used by the hotel. During the Industrial Placement, the writer has learnt to operate Opera. The writer also can learn about front office job from the other attendants.

### B. Purpose

There are two purposes that writer wants to achieve during the Industrial Placement at Pullman Jakarta Indonesia. The first purpose is to fulfill semester three requirement as the student of Hotel Operations program in Universitas Multimedia Nusantara.

The second purpose is to increase the writer knowledge. During the Industrial Placement, the writer gained much knowledge and skill in Front Office Department. Besides that, the writer can build new relationship with other people in hotel industry for wider network.

All in all, the writer hopes that the experience during the Industrial can be useful for giving information to writer's junior at Hotel Operations program in Universitas Multimedia Nusantara. The writer hopes with this information, the juniors can prepare and have insights of the Industrial Placement.

### **C. Period and Procedures**

In semester three, the writer has started the Industrial Placement from 27<sup>th</sup> June 2019 and it will end at 27<sup>th</sup> December 2019. The writer has to fulfill some requirements before starting the Industrial Placement, such as financial requirement and academic requirements. Then the writer chooses the hotel and chooses between Housekeeping or Front Office department. After that, the writer has to pass Fit and Proper Test from the Industrial Placement Coordinator. After passing the test, the writer prepared CV and application letter then sent them to the Industrial Placement coordinator. Then the writer did mock interview with the Industrial Placement coordinator while revising the CV and application letter. After the CV and application letter are accepted by Industrial Placement coordinator, they will be sent to the writer's selected hotel. Then the writer prepared to do real interview with the hotel.

At the stage of interview, the writer was interviewed by Mr. Charles Gatan as Learning Development and Recruitment Manager in Pullman Jakarta Indonesia. During the interview, he asked the writer to do a role play as a guest and front desk. After passing the first interview stage, the writer was interviewed by Front Office Manager. In this interview stage, she asked more about the writer's personality and the writer's ability to work in Front Office department. After the interview is done, the writer must wait until the day after to get the results of the interview.

After the writer accepted to do the Industrial Placement in Front Office Department of Pullman Jakarta Indonesia, the writer must follow the rules and regulation from the hotel such as doing Medical Check Up and attending the hotel orientation before starting the Industrial Placement.