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CHAPTER I

INTRODUCTION

A. Background

Industrial placement is mandatory for third semester hotel student in Universitas Multimedia Nusantara. During the first and second semester, writer learns about housekeeping and front office. Housekeeping. The cleanliness of the departments under room division, has the duty to maintain hotel rooms and area around the hotel (public area), so keep it looks comfortable, beautiful and clean. Housekeeping is divided into several divisions such as room section, laundry, gardener, and public area. Meanwhile front office department is located in the central part of the hotel and is operationally related to the guests.

The writer is an extroverts. Among the front office and housekeeping. The writer chose to be trained in front office department, because the writer likes to interact with guests directly. The writer hopes that during the six month Industrial Placement process, the writer can practice what has been learned during the lecture and can find out how far the skills has been mastered.

After in the industrial placement process completes, writer hope can get lot of experiences and knowledge about hotel industry. Writer hopes this industrial placement activity can be used as a forum to develop skills and sharpen the mentality, also can practice what they have learned as well as possible.

B. Purpose

Everything we do must have a purpose. We must know what our purpose is so that we know what we have to do. According to the authors, industrial placement has three objectives, namely :

1. Feel the work directly in the industry

In this part, the author can practice directly what has been learned in the lecture environment. Obtaining work in the industry.

2. To know the process of work process that occurs in the hospitality industry.

In this part, writer can know the procedure check in and check out, how to handle guest complain, how to operate the system that is in the hotel, and

rules of the rules that apply. And practicing the readiness and mental authors in scheduling the world of real work, so that the author can work under pressure, and to handle all problems that occur.

3. Qualified curriculum from campus

In this part the authors must complete the industrial placement requirements in the 3rd and 6th semester, as a condition of graduation. And make a report related to the internship activities that the authors do and present. So it can be made as a reference for the junior and also for the later writer to prepare in the world of real work.

C. Period and Procedures

Before the writer had an industrial placement. There are several stages that the writer must pass. There are the regulation from hotel and campus, such as :

1. Follow fit and proper test and make a CV

There are two type of test, the first test is a quiz about hotel knowledge, and the second quiz is a quiz based on the choose department. (writer choose department front office). After passing the first stage of quiz, the writer will make a CV. CV explain about the writer, added information on skills or experience of the writer. To make good CV, writer learn from the campus. It help the writer to make the details of curriculum vitae and how to make industrial placement report.

2. Prepare the interview

Writer should pass two interview, with the academic supervisor and from the hotel. Just get some interview practice with lecturers about what division I'll take at the hotel. Writer have two steps of interview from the hotel. First, with human resources, and the topic most about writer profile and why choose this office. The second one, with Mr. Iswanto as a Front Office Manager, he asked about what motivation make me want to work in hotel industry, what lesson I have learned like check in, check out, knowledge writer about Le Meridien hotel and front office department.

3. Complete Industrial Placement form and report

After the interview phase of the hotel is completed and stated in the received. The author must complete the acceptance form of the hotel and its former other agreement files. Contract files between authors and hotel. In conclusion, there are 3 steps to complete the industrial placement. The first follow fit and proper test and make a CV, the second is prepare the hotel interview and the last complete industrial placement form and report.