

# CHAPTER I

## INTRODUCTION

### A. Background

As a third semester student of Hotel Operation Program at Universitas Multimedia Nusantara, the writer is required to take an industrial placement established by the campus. Every student can choose any hotel for Industrial Placement. The students of Hotel Operation are expected to get a five star hotel to be their chosen hotel during Industrial Placement. The writer chose Hyatt Regency Yogyakarta because of three reasons.

The writer wants to explore other cities besides Tangerang. Yogyakarta is a city rich in Java cultural heritage and beautiful natures. The writer decides to learn about the Java culture especially in Java languages and enriches the knowledge. As one of the tourism cities in Indonesia, Yogyakarta is visited by numerous tourists. Because of that, the growth of the hotel industry in this city is growing significantly. From that, the writer will have the chance to adapt and compete with the development of the hotel sector in that town.

The design that implements the nature and Borobudur Temple Concept make this hotel looks unique. Because of the design, the hotel even won Asean Green Hotel Standard Award in 2018. The facilities are surrounded by greeneries that even the sound of bird chirping can be heard. The design will aid the writer to be more focus and energetic when working because the nature portrayed help to reduce stress on mind.

To increases the writer's confidence when communicating with foreign guests. Communicating skills is really important and the writer understands how essential it is for the writer's future. Because of this hotel's environment and atmosphere is still natural, there are a lot of guests that comes not only from other cities of Indonesia even the guests who stay in this hotel mostly from foreigners. It becomes an opportunity for the writer to learn communicating with foreign guests when working in the hotel.

In the end, every student of Hotel Operations Program has a consideration when choosing hotel as an industrial placement. For the writer, the considerations are to make the writer can adapt with many lifestyle and environment, so it will make the writer capable of carrying himself in other cities. And then, the hotel design. The writer will remain enthusiastic during working because the atmosphere around the hotel helps the writer to not

be stressed easily. Lastly, to improve the writer's communicating skills. The writer always meets foreign guests every day, which gives the writer a nice chance to practice the language abilities especially in English.

## **B. Purpose**

Industrial Placement is a practical work program that is usually carried out during college. Most students usually find it difficult to carry out an Industrial Placement to a several factors such as fear of the workforce, unprepared for the job, and fear of being unable to adapt. In fact, there three benefits that the writer can be obtained from the Industrial Placement at Hyatt Regency Yogyakarta.

The Industrial Placement is used as one of the requirement for graduation at Universitas Multimedia Nusantara. For the first Industrial Placement the students can choose between Front Office and Housekeeping Department. All students of Hotel Operation must pass the Industrial Placement because the result is used as semester three GPA score. If the Industrial Placement score is under the standard, the writer will have to do Industrial Placement again. The final GPA score will also be affected.

The other purpose is that the writer will know how real hotel industry works compared to studying at campus. Industrial Placement in hotel usually takes six months. This allows the writer to get a sense for real industry in a short time. The atmosphere in the real industry will be very different from what the writer experience on campus. The writer will deal directly with guests, colleagues, and problems during Industrial Placement in the hotel. After six months spent in Housekeeping Department, the writer will be able to gain understanding about Housekeeping daily operation and the connection with other departments in the hotel. It will also help the writer to choose the future career path.

The writer will get the opportunity to learn from observing the working environment. During an Industrial Placement the writer can learn from people who are experts in their field. The senior, supervisor and staff will evaluate the writer's skills and competency then provide feedback that can be used for writer to improve. The writer intends to bring a lot of knowledge and chances from the hotel during the Industrial Placement and also build a strong relationship with others will be very helpful in the future.

In conclusion, the Industrial Placement should be looked from different perspective because it is a chance that provides the writer with many benefits. The Industrial Placement is the best opportunity to learn and grow also becomes a preparation for the writer before working in the future.

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

Before starting an Industrial Placement, a lot of processes must be passed and sometimes it takes a long time. But, it is all worth it because the student will get incredible valuable skills and experiences during Industrial Placement. In Universitas Multimedia Nusantara, the first Industrial Placement takes six month in semester three and starts from July to January. There are a lot of things that the writer has to do before doing Industrial Placement in the hotel and the writer divided it into three parts.

#### **1. Pre-Placement**

In Hotel Operations Program at Universitas Multimedia Nusantara there will be two Industrial Placements for students. The first Industrial Placement for the selection of the Front Office and Housekeeping Department will take place in semester three. The second Industrial Placement will take place in semester six, choosing between Food Production, Pastry and Bakery and F&B Service. There are some things that must be accomplished by students before doing an internship. First, all students are required to finish all subjects in the Hotel Operations Program, especially in the Front Office and Housekeeping Department, with a minimum GPA of 2,75.

After that, find a five star hotel for Industrial Placement. The students can ask the lecturer about hotels that accept trainee to do training in their hotels. Research is needed to be done to know more about the hotel. After that, the writer needs to choose which department that is suitable according to interest and skills. In the end, after a lot of recommendations the writer decided to be a trainee in Housekeeping Department at Hyatt Regency Yogyakarta.

Afterward, prepare the Curriculum Vitae (CV). The Industrial Placement coordinator will tell the requirements that should be put into the CV. After that, the writer starts creating the CV and sends it to the advisor. The advisor will check the CV

and notify if there is something that should be revised. Then, the Industrial Placement coordinator sends the final CV to the chosen hotel. After find the hotel and create CV, the writer has to do two Industrial Placement tests. The first test is about hotels in general and the second is about the chosen department. All students must get a minimum grade of 80 to be able to do Industrial Placement.

Then, interview process. Before doing the real interview with the hotel, the writer should do mock up interview with the lecturer or friends. They can provide feedbacks that will be useful as interview preparation. The hotel will notify the interview date through the Industrial Placement coordinator by email. A complete preparation is really needed to increase the chance to be accepted into the hotel.

The writers' first interview with a Training Manager named Agatha Paskalin is conducted on 25 March 2019 via Skype. Skype is used because the writer and the interviewer are located at two different cities. During the interview, the questions are mostly about the writer's personality. The interviewer wants to know if the writer is really interested to be a part of their hotel and whether the writer has the qualifications. The first interview is finished smoothly and the writer is satisfied with the result. Ms. Agatha told that there will be another interview with an Executive Housekeeper.

After waiting for around two weeks, the Training Coordinator notifies the writer about the date of the second interview which is on 14 May 2019. The second interview was with the Assistant Executive Housekeeper. During the interview, the Assistant Executive Housekeeper named Mr. Iput did not ask too many questions. The writer only asked about why choosing Housekeeping and what makes Housekeeping is interesting. Mr. Iput also gave some advice and motivational word for the writer. At the end of the interview, the writer asked questions about the working hour at Housekeeping Department and the positions that the writer will get during Industrial Placement in Hyatt Regency Yogyakarta. After waiting for three days, an acceptance letter from hotel is sent through the training coordinator. In that email, the writer is needed to complete documents required by hotel. The Industrial Placement will start from 4 July 2019 until 7 January 2020.

## 2. On-Placement

Before doing On The Job Training at Hyatt Regency Yogyakarta, the writer must participate in the Global Orientation Program on July 4, 2019. On the first day of orientation, the writer met with many other trainees from different regions and departments. The orientation starts with the introduction of fellow trainees, an overview of the hotel's company profile, rules and regulations, and an introduction to Hyatt Regency Yogyakarta's directors. After that, the writer and other trainees are allowed to explore the various sections of the hotel. Orientation on the first day ends with fun and enthusiasm.

In the second orientation the writer starts joined with Hyatt Regency Yogyakarta Housekeeping team. It starts with morning briefings and introductions with seniors, staffs and supervisors. On this second day, the writer allowed to explore by Mr. Iput to the hotel parts relating to Housekeeping Department. He also explained what kind of rooms are worth selling and amenities that must be set up in a room. After that, the writer and other trainees were given the opportunity to help the seniors and staffs.

In the beginning of the training, the writer still follows senior and staff when cleaning the room. If the writer is considered capable and competent, then the writer will start working alone without being accompanied by seniors or staffs.

## 3. Post-Placement

After completing the Industrial Placement, the writer will come back to campus and do some of things related to the Industrial Placement. The writer will make a presentation in front of the examiner about the Industrial Placement report. After that, the author will also present the experience while doing Industrial Placement in front of the juniors. After all the processes are passed then the writer will continue on to semester four.