

# **CHAPTER I**

## **INTRODUCTION**

### **A. Background**

The hotel industry is one of the jobs that is in great demand because many hotels open vacancies besides that in Indonesia alone many people compete to become trainees or employees. There are many hotels, especially Jakarta and Bali. One of them is Wyndham Casablanca Jakarta, this is a five-star hotel. The hotel was formed on January 2019 which was previously The Park Lane Jakarta. Every employee has a motto that is care: communicate, appreciate, respect, educate.

Wyndham Casablanca Jakarta Hotel is managed by Wyndham Hotels and Resorts. Wyndham Hotels and Resorts is an international hotel and resort chain based in the United States. On June 1, 2018, Wyndham Worldwide spun-off Wyndham Hotels & Resorts as its own company, and Wyndham Worldwide was renamed Wyndham Destinations. As of December 31, 2018, it has 9,157 hotels, including 8,717 that are franchised, 438 that are managed and two that are owned, and, as of March 31, 2019, it has approximately 812,100 rooms, including approximately 745,300 that are franchised and approximately 66,800 that are managed, increased from the system wide total of 809,933 rooms as of December 31, 2018.

Working in Wyndham Casablanca Jakarta, the trainees will get many experience and also knowledge about the hotel industry by become a part of the Wyndham hotel. Wyndham Casablanca Jakarta is a 5 star hotel that have so many long stay guest and mostly they are came from Japan and working near the hotel. Wyndham Casablanca Jakarta guest mostly from Japan, Arab, India, and domestic, not only that the guest also came from Europe.

Wyndham Casablanca Jakarta is located in strategic places. Wyndham Casablanca Jakarta located at Jl. Casablanca, South Jakarta. Its location is close to Kasablanka City, ITC Kuningan, Epicentrum Walk, Lotte Mart Avenue, and many more. In addition there are public transportation such as TransJakarta buses and trains. In conclusion, Wyndham

Casablanca Jakarta has a strategic location so it does not need to take much time for guests and employees.

#### B. Purpose of Training Program

The training program is one of an obligation for all of college students, especially in Universitas Multimedia Nusantara. All of students must be done some internship before graduate. For hotel operation, the students need to do Industrial Placement for two times. The first one is on the third semester where the student must choose to have internship in the Front Office department or Housekeeping department in the local hotel. The second one is on the sixth semester which the student must choose to have an internship whether in the kitchen or in the food and beverage department. Each of the internship is six month long. Below are the purposes that the writer wants to achieve after finish the training program at Wyndham Casablanca Jakarta.

1. To enhance the writer skills especially in Front Office Department by learning from other employee, supervisor, also other trainee. The writer also can build relation with people in this hotel industry so the writer can get job opportunities which is will be helpful for the next time.
2. To fulfill graduation requirements as the student at Universitas Multimedia Nusantara majoring Hotel Operation Program. Because all the students at Universitas Multimedia Nusantara must undergo the industrial placement at least once in order to graduate. But in Hotel Operation has two semesters that require students to pass the training program which is semester three and six. In semester three, the students must choose between Front Office and Housekeeping.
3. To help the writer in writing the Industrial Placement report. Because the writer must be do the training program first, if the writer did not do any Industrial Placement, it's impossible to finish this report. In this report, the writer must be required to writing in English so the writer can increase vocabulary knowledge.

### C. Period and Procedures

Industrial Placement is a must thing to do especially to the Universitas Multimedia Nusantara's student before graduation. It's a useful program that can help the students to face situation in the work later on. There are some rules that must be followed by student that want to do the Industrial Placement.

In Universitas Multimedia Nusantara, the students were told to for the three months until six months long training program. For the Hotel Program, the student must face the six-month long internship program. There will be twice of internship which on the third semester and the sixth semester. The first internship is occurring on July until January 2020. Before do the training program, each student need to complete some prerequisites. First, all of the student must complete the entire course in the first and second semester with the lecturers to prepare the student for the real interview later on. The student must complete all the financial obligation.

Then, every student will have one of the lecturers will be chosen as an industrial placement advisor to help the student to get a relation and connection with the employees in the hotel. After all of the step is done, the student can start to do interview with the hotel base on department. Student also need to submit the CV and resume that has already been prepared before doing the interview with the hotel. In the end the student need to wait until the next procedure which is call from the hotel.