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CHAPTER I

INTRODUCTION

A. Background

As a student of Hotel Operations in Universitas Multimedia Nusantara, all students must do an Industrial Placement for filling one of the requirements before graduate. In Hotel Operations program students do an Industrial Placement two times. First in third semester and the second is in sixth semester. During the first Industrial Placement, the writer chooses at The Trans Luxury Hotel Bandung. There are two motivations for writer to choose The Trans Luxury Hotel Bandung to conduct the Industrial Placement.

The first reason is because the location of the hotel is in the center of Bandung so it can be easily accessed by motorcycle. There are also has many attraction places. For example, it is connected with the Trans Mall, Trans Studio Bandung and Grand Mosque of Trans Studio.

Second reason is getting knowledge and experience. The writer met a lot of guests from different cultures and countries. After finishing Industrial Placement at The Trans Luxury Hotel Bandung, the writer can operate the system that is used at The Trans Luxury Hotel Bandung. The writer also has the chance of being hired as staff after graduation.

In conclusion, The Trans Luxury Hotel Bandung is a big and good hotel for doing an Industrial Placement. The motivation will help for doing a good and professional in working. Especially in Front Office department which is the place that the writer trained.

B. Purpose

Every student in Hotel Operations program in Universitas Multimedia Nusantara needs to set purpose before doing an Industrial Placement. Industrial Placement itself is the best way for student to know the real work process. There are some purposes that the writer wants to achieve after doing an Industrial Placement at The Trans Luxury Hotel Bandung.

The first purpose is to enhance new knowledge and experience, which cannot be obtained in university, especially in Front Office department that the writer trained in. From the Industrial Placement the writer can apply and match what has been learned in campus with the real industry. Writer also can build a good relation between all the person in the hotel for any job opportunities in the future career.

The second purpose is to fulfill the requirement in Universitas Multimedia Nusantara. As a student of Hotel Operations, the writer must pass the Industrial Placement to continue the next semester. The writer has to choose between Front Office or Housekeeping for their Industrial Placement.

In conclusion, this report writing will be helpful for the writer is junior in Universitas Multimedia Nusantara to know the real industry in hotel. Since this report is based on real experience so hopefully it can give juniors to insights about the real hotel industry so they can prepare more for the Industrial Placement.

C. Period and Procedures

Industrial Placement is held twice in Hotel Operations in Universitas Multimedia Nusantara. First in third semester and the second is in sixth semester. The first Industrial Placement starts from July 2019 until January 2020. Currently the writer has just finished the first Industrial Placement in third semester. The writer has to complete financial requirement and to passed three core subjects (Front Office, Housekeeping, and laundry) in semester 1 and 2. And the minimum GPA for doing Industrial Placement in semester three is 2.50.

In March 2019, the writer had to pass two tests. The first test was about the hotel in general, and the second test was depend of which department that every student chooses. After passing the test, the next step was the mock interview with the lecturers and the writer can choose which hotel to do an Industrial Placement. The lecturers give advise on how to answer the question correctly. The writer also has to make the correct CV which has been checked by the lecturer. Lastly an interview with the HRD from the hotel was conducted.