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CHAPTER I

INTRODUCTION

A. Background

Training program that is offered by the hotel to gain experience and learn new things for the writer about the work field. Doing an industrial placement in a hotel, the writer can obtain values and practical skills for the future career progression in the desired industry. There are several things that can be gain during the industrial placement in JW Marriott Hotel Jakarta.

In the beginning of the industrial placement the writer get to know more about the JW Marriott Hotel. It would be more advantageous to know more information about the place where the industrial placement takes place, because it would be easier for the reader who wants to take place in this hotel the industrial placement. The information that obtained can also be a way to be familiar with the desired work field. When working in the hotel, there are some difficult problems and situations that are needed to solve by the writer. It is possible to request for help to the employees about how to handle the problem or situation if it cannot be handle alone. The reader can ask for the workflow of the hotel so it would be more convenient to adjust and adapt to their working pace. Adjusting to their workflow for the first time may be difficult. That is why it is important to learn about the hotel and get familiar to the way they work.

The student would be able to practice the time management. Time management is the key to efficient working. Time management is the ability to make use of the time productively to optimize task or work. The difficulty when managing time can affect the work quality. Time management help to maintain the balance between work and personal life and it can be useful when working in the desired job in the future. If a person does not take care of their personal life well, it may cause harm to their body such as they become physically or mentally exhausted and it may be affecting their work. So managing time is really important, that is for to take care of one personal life and to maximize work performance.

Finally, is to be able to work as a team or work independently. When working as a team, writer can improve communication skill and able to understand better what role that have been assigned. To be able to work independently can also improve the leadership skill. When there is no one can help during the work, the writer know what to do when encountering similar problem.

B. Purpose of Industrial Placement

The purpose of industrial placement in a hotel is to develop useful skill regarding specific department chosen by the students. It is also used to introduce the student to the work environment. There are some values that the writer get when doing the industrial placement.

To increase knowledge in the hotel where the industrial placement take place. The lesson that is being taught in the campus is just a small part of hotel industry knowledge. Meanwhile, the writer can get a lot more while doing industrial placement in the hotel, such as how to handle the problem with the guest and the hotel values. The supervisor and colleague can also help writer to know better about certain knowledge of the chosen department.

After that, is to improve and develop new skill in housekeeping department. The housekeeping department is one of the most important departments in the room division. The housekeeping department has the role to keep the hotel clean and tidy. Not only that, the housekeeping is also keeping the hotel aesthetics.

And also, to gain work experience directly from the hotel. Every hotel has different regulations and way of working. By doing an industrial placement in the desired hotel, it would be easier to apply in a full time job in that hotel because writer has already known the working pace and good relationship with other staff.

C. Period and Procedures

The period and procedure of industrial placement is the beginning step for the industrial placement in the preferred hotel. There are some important procedures in the beginning of industrial placement in the hotel.`

At the beginning, the student have to make the application letter for the industrial placement. The application letter consist the desired position when the industrial placement take place and the skill that have being learned is also written in the application letter. The application letter that has been revised will be hand to the student advisor to do a mock interview.

Continued with the mock interview with each advisor. The mock interview that each advisor prepared for the student is to practice about how the real interview with the hotel is like. The mock interview teaches the student to be more confident and know the idea of how the actual interview with the hotel. The application letter that being used in the mock interview will be review by the advisor and after that the student could revise the application letter. When the application letter already being approved by the advisor, it will be send to the student preferred hotel. If the hotel take an interest in the student then they will send the interview schedule to the student.

After the mock interview with the advisor, it is to interview with the preferred hotel. After the hotel send the interview schedule, and then the student could prepare the document that being ask by the hotel such as the application letter. Before the interview the student have to know the information about the hotel. It is also possible for the student to ask for an advice before the actual interview with the hotel to the student advisor.