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CHAPTER I

INTRODUCTION

A. Background

The hospitality industry is an industry that depends on the availability of leisure time and disposable income. A hospitality unit such as restaurant, hotel, or an amusement park consist of multiple groups such as facility maintenance and direct operations (serves, housekeepers, porters, kitchen workers, bartender, management, marketing and human resources). As a student of Universitas Multimedia Nusantara majoring Hotel Operation Program, training in a hotel is a must for every student to graduate. Writer was trained in The Sultan Hotel and Residence Jakarta. There are some reasons why writer choose The Sultan Hotel and Residence Jakarta

1. The sultan Hotel and Residence Jakarta is a five stars hotel and local chain under Singgasana Hotel and Resort. And Sultan Hotel and Residence is a luxury hotel in a traditional Javanese touch.
2. The Sultan Hotel and Residence Jakarta is the knowledge gained by training in a hotel. The writer can learn and increase the skills in this department. During the training period, writer learn how to making bed by the hotel and how to clean the public area.
3. The Sultan Hotel and Residence Jakarta is located in strategic location. This hotel can be reached by using both transportation modes. This hotel is near some tourist destination such as Grand Indonesia Mall, Plaza Indonesia, Plaza Semanggi, Senayan City, Citywalk Sudirman, Thamrin City, and Menteng Park. And public transportation such as Palmerah Train Station, Trans Jakarta in front of Sudirman Central Business District, and Istora Mandiri MRT Station.

Because The Sultan Hotel and Residence Jakarta is located at business area, writer can meet the guest that can make another service experience to writer. The Sultan Hotel and Residence Jakarta has a many facilities like spa (Lagoon spa), restaurant (Nan Xiang Restaurant), fitness centre, business centre and many more.

B. Purpose of Training Program

In Hotel Operations Program, the industrial placement program is designed to provide students working towards a skill enhancement in respected fields such as Room Division and Food and Beverage Division, with an opportunity to develop insight into the practical application of academic knowledge. The purpose of training program that writer can get is:

1. Resolving problem faced in the industry with the knowledge gained in campus. With the knowledge while gained in campus, all of students have to doing a training program to resolving the problem faced in the industry, especially in hospitality industry.
2. Developing knowledge and ability through the practical application. The writer can develop the knowledge with doing a training program and increase the ability of writing and enrich the vocabulary in english.
3. Providing training and work experiences. With doing the training program, writer can provide the working experience. This part is important because training program is a place for learning to face the real industry.
4. And the last is linking and matching knowledge gained in campus and industry.

Training program is important because this is give many benefit for students. The students can learn more knowledge and gaining operational skills. And in mandatory, training program is the obligation for students and one part of Universitas Multimedia Nusantara course curriculum.

C. Period and Procedures

Industrial Placement is a mandatory for every student of Universitas Multimedia Nusantara, especially in Hotel Operation Program. Hotel Operation students in Universitas Multimedia Nusantara need to undergo a six months industrial placement program. Industrial Placement is start from July 4th 2019 until January 4th 2020.

The first stage is interview. Writer was interviewed on May, 8th 2019 by Mr. Andri as a Assistant Executive Housekeeper of The Sultan Hotel and Residence Jakarta and Mr. SyafruddinYasin as a Training Manager. First interview is by Training Manager. With the Training Manager, writer was asked about the hotel

means and why writer choose this hotel and this department. And the second interview with Assistant Executive Housekeeper. With Assistant Executive Housekeeper, writer was asked about basic knowledge of Housekeeping Department and writer's personality.

After following the interview process, writer was waiting for the result for one week. After writer was accepted for a training program in Housekeeping Department in The Sultan Hotel and Residence Jakarta, writer was doing a medical check up for the next stage. After doing the medical check up, writer was doing a industrial placement for six months. And after the industrial placement is done, writer should return to the campus.