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# CHAPTER I

## INTRODUCTION

### A. Background

Eleanor Roosevelt said that “People grow through experience if they meet life honestly and courageously. This is how character is built.” Experience becomes a supporting factor to build a character and gain more knowledge. In Hospitality Industry, gaining more experiences can be obtained by doing Industrial Placement. Industrial Placement is a way to prepare for work in the workplace professionally, and to develop practical skills as well as academic ones. To have an Industry Placement, writer starts by choosing the right place to develop the skills and knowledge The place that would be valuable for Industrial Placement according to the writer's perspective is JW Marriott Hotel.

JW Marriott Hotel is located in a strategic place. JW Marriott Hotel is located in Jalan DR Ide Anak Agung Gde Agung Kav E.1.2 No 1&2 Kawasan Mega Kuningan, RT.5/RW.2, Kuningan, Kota Jakarta Selatan, Daerah Khusus Ibukota Jakarta 12950. The location of JW Marriott Hotel can be a benefit for guest because it is near some shopping center such as Lotte Shopping Avenue, Kuningan City, and many more. Therefore, with a strategic location, JW Marriott offers some tourists shopping destinations near the hotel.

JW Marriott also won Indonesia's Leading Business Hotel 2017 and Indonesia's Leading Business Hotel 2015 in World Travel Awards. Not only in Indonesia, JW Marriott also exists in around the world. With this achievement, conducting Industrial Placement in JW Marriott Hotel, guarantee that the writer can improve skills, experience, and networking. JW Marriott is also spread around the world, such as in United States of America, Brazil, Costa Rica, Ecuador, Fiji, Hong Kong, India, Indonesia, Italy, South Korea, Kuwait, Malaysia, Mexico, Egypt, Pakistan, Peru, Romania, China, Thailand, United Arab Emirates, and Venezuela. The benefit by doing Industrial Placement in JW Marriott Hotel is the writer is improve more skills and experiences and also get more good networking, because based on the awards that JW

Marriott get, it is became more valuable and guarantee to choose JW Marriott as a preferred place to do Industrial Placement.

## B. Purpose of Industrial Placement

The way to have more connections while gaining new knowledge is by doing Industrial Placement. Industrial Placement is one of the requirements for all of Hotel Operations students in Universitas Multimedia Nusantara. By doing the Industrial Placement, the writer can get a clear figure of their future career.

The writer can improve skills and gain more knowledge from staff. Besides, the writer can gain experience from solving problems, handle guests and be familiar in doing the tasks in Front Office Department and Housekeeping department that will be useful in after graduate carriers.

The writer can get more networking from the guests and also from the hotel staff. By having a good relationship with staff and guests, the writer may get help for finding a job in the future. Besides knowledge and networking, Industrial Placement also brings experience so that the writer can work professionally and give 100% work ethics.

Besides knowledge and networking, Industrial Placement also brings experience so that the writer can work professionally and give 100% work ethics. By Industrial Placement, the writer knows about all Front Office and Housekeeping Department job in hotel industry.

## C. Period and Procedures

### 1. Pre-placement

Before the writer applies job to the hotel for doing Industrial Placement, there are some procedures that have to be completed.

CV is the most important document that needs to be ready. CV is also one of substantial documents that are required to applying for Industrial Placement. It

provides an overview of writer's experience and other qualifications. It is also necessary to make a cover letter.

After preparing the important documents, the writer must do practice interview with the advisor. It is helpful to answer the questions smoothly during the real interview with the hotel that the student choose.

## 2. On-Placement

During the Industrial Placement in JW Marriott Hotel Jakarta, the writer must join a few sessions that have already determined from hotel policy. Starting with the orientation day which was started on 8 th July. In Orientation Day, writer was informed about the hotel policy, trainee provisions , hotel management, hotel value, hotel outlets, facilities, price list from each outlet, operational hours, and other information from Human Resource Department. Afterwards, writer met the managers to find out the position the writer got.

## 3. Post-placement

Writer returns to Universitas Multimedia Nusantara to submit Industrial Placement report regarding the work in JW Marriott Hotel Jakarta. Afterwards, writer needs to do a presentation about the Industrial Placement.