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CHAPTER 1

INTRODUCTION

A. Background

It is very important for students to apply their skills and knowledge obtained in campus and develop it in real industry. In Universitas Multimedia Nusantara, especially in Hotel Operation Program, the students are required to conduct the Industrial Placement program for six months with the hotels partnered with the university. This program is expected to bring big impact for the students in regards to enhance their skills in hospitality industry. Industrial Placement is mandatory in semester three and semester six. During the Industrial Placement program in semester three, the writer chose Mandarin Oriental as the place for conducting the program.

As Mandarin Oriental Hotel won awards as the best hotel in TripAdvisor for four times since 2013 to 2017, the quality of the hotel is guaranteed. By having Industrial Placement in this hotel, the writer is expected to enrich herself with Front Office knowledge and skills.

Next, since the brand of Mandarin Oriental Hotel has gone global, it has been known by many people in other countries. This chain operates 31 hotels in four continents such as Asia, Europe, America and Middle East and Africa. If the writer gets a good reference by completing Industrial Placement in this hotel, the writer may get a better opportunities to work in overseas. The writer expects to get a greater career opportunities in other international-chain of five-star hotels.

Lastly, Mandarin Oriental Hotel does not distinguish trainees and hotel employees. The trainees will get full responsibility as much as the employees after department introduction and four-weeks training about the job desk. With this opportunity, the writer is expected to be ready to work in Front Office Department after completing the Industrial Placement.

B. Purpose

Industrial Placement program a mandatory subject for the students of Hotel Operation Program in Universitas Multimedia Nusantara. This program brings the writer to get the knowledge and to develop skills in Hotel Industry. During the

Industrial Placement, the writer learns directly from senior staff at the hotel. This learning process helps the writer to do the job smoothly and manage time well to finish the work on time.

Besides, with this program, the writer learns how to grow a good relation with new people and new environment. A good relation can make big impact for a person. The writer may develop the network for future career.

C. Period and Procedures

Industrial Placement has procedures that must be completed when the writer wants to apply for the hotel. It has a rules and period that must obeyed. There are three procedures that must be completed before doing an Industrial Placement.

1. The writer must prepare some documents which include cover letter, resume, and certificates because it is important for the hotel to know about the writer. Documents must be neatly arranged and scanned before the submission.
2. The writer should study about the chosen hotel and department. Before doing the job interview, the writer studies the overview about the hotel, for example the location, the history, and the facilities of the hotel. Not only that, the writer must also study and know about the department and its job functions because the hotel gave written quiz before doing the job interview.
3. The writer should practice for the job interview. Communication is the key point during an interview. Not only communication, but the gestures when answering the question during the interview is also learned. Another important thing to be concerned of is that the writer must prepare the grooming before the interview.
4. The writer do written quiz and job interview in the hotel. The question consists of overview of the hotel, while the job interview through four step that is interview with Human Resources, Hotel Manager, Assistant Front Office Manager, Director of Room Division.
5. The writer must do medical check up based on hotel rules and then submitted before the deadline.
6. The writer attend the trainee orientation for five days that consists of three days general orientation and two days department orientation. In the general orientation, the trainee explained about the history, background, rules, department, and

organizational structure of the hotel. Not only that, the writer was given games and quiz in the groups that will make the trainee know and compact with each other. The writer also taken around to see hotel facilities. In department orientation, the writer explained about the department in detail.