



### **Hak cipta dan penggunaan kembali:**

Lisensi ini mengizinkan setiap orang untuk mengubah, memperbaiki, dan membuat ciptaan turunan bukan untuk kepentingan komersial, selama anda mencantumkan nama penulis dan melisensikan ciptaan turunan dengan syarat yang serupa dengan ciptaan asli.

### **Copyright and reuse:**

This license lets you remix, tweak, and build upon work non-commercially, as long as you credit the origin creator and license it on your new creations under the identical terms.

# CHAPTER I

## INTRODUCTION

### **A. Background**

In semester three, Hotel Operations students must actively participate in Industrial Placement program. During the placement, every student definitely wants to have experience in the five-star hotel for the Industrial Placement program. For this program, the writer chose to train at Renaissance Uluwatu Resort & Spa.

First, the writer chose to train at this hotel is because the writer wants to have a better career prospect through Renaissance Uluwatu Resort & Spa. It will notably useful for the writer to gain professional development skill because the hotel is under Marriot Group which is the biggest Hotel company in the world. For hard skill, the writer wants to be able to operate Opera the Hotel system, to increase insight about regulation in front office department, to add learning activities and to know more about the facilities in hotel. For the soft skill, the writer wants to improve the communication skills, to be more open minded about critics, suggestion, and also expands the career as hotelier connection. The experience of Industrial Placement will be very useful and beneficial for the writer in the future.

Second, the reason is to experience working in real hotel industry. Undertaking the Industrial Placement program for six months means giving the writer responsibilities and opportunities to learn in hotel properly. The experience really makes the writer progress significantly as a hotelier student. Also it is a big opportunity for the writer to expand the valuable connection within staff, manager and the hotel company as a whole.

The last is that the writer needs to have a new experience in a new city. Because of the different environment between Jakarta and Bali, most of guests staying in this hotel are for leisure or holiday. They are coming from different countries and use English for communication. By communicating with them, the writer can improve the communication skills for further use.

### **B. Purpose**

There are three goals that the writer wants to achieve at Renaissance Uluwatu Resort & Spa after Industrial Placement program. Firstly, this Industrial Placement aims

to meet the graduation criteria in Universitas Multimedia Nusantara. This course must be passed by all Hotel Operations students and the students can choose to do the program in the Housekeeping or Front Office Department.

The second purpose is to sharpen the ability of professional communication as it is one of the important skills in Hotel Industry. Professional communication skill is useful and necessary in professional career. The writer aims to speak English fluently to the guests in hotel or in working area.

The writer also aims to be an expert in hotel industry, especially in Front Office Department by learning with senior staffs and the supervisors. The writer seeks to build relationship with individuals in the hotel sector so that the writer can create work possibilities that will help in the future careers.

Last but not least, the writer hopes that this report can help junior students at Hotel Operation at Universitas Multimedia Nusantara to know more about Industrial Placement experience. The information is about actual knowledge of the writer during the Industrial Placement.

### **C. Process and Procedures**

First of all, the writer must prepare and make the CV or Resume. These are the documents for Hotel to evaluate the writer's administration. In the CV or Resume, the writer describes the educational background, skills, GPA score, and achievements.

The writer has to practice the interview with lecturers to build self-confidence for the real interview. The lectures also give some tips to answer the common questions for the real interview and help the writer to minimize failures for the real interview.

In the real interview, the writer was interviewed by Ms. Ayu Laraswati as a Front Office Manager for Renaissance Uluwatu Resort & Spa. Her questions mainly are about Hotel and Front Office knowledge. After waiting for two weeks, the writer got the second interview from Ms. Lasmi as the HR for Renaissance Uluwatu Resort & Spa. The writer was given advice that the knowledge in the university is not entirely as same as in hotel, regarding the regulation, system, and SOP. After the two interview stages were completed, the writer was accepted in Renaissance Uluwatu Resort & Spa and started the Industrial Placement program from 1 July 2019 until 31 December 2019.