



### **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

The training program is one of the subjects that must be completed by students at Multimedia Nusantara University. The Hotel Operations Program has two stages of training programs, namely in third semester and sixth semester which each semester has writer length of six months. In this industrial placement program students are expected to undergo their training programs in five star or four star hotels. The author chose Grand Kemang Jakarta hotel as writer place to get experience as well as to the knowledge in the four-star hotel industry in real terms. There are three reasons why the writer chose Grand Kemang Jakarta hotel during industrial placement.

Jakarta is the capital of Indonesia. The writer chose Jakarta because many people came to Jakarta for the purpose and business work that many foreigners visited. The location of this hotel is very influential. An easy way to reach this hotel is by taking an intercity bus, train or taxi online or not because the location of the hotel is next to the road so that it is easy to find, also the hotel is located near the food court, mall, and other shopping centers. There are many boarding houses available close to the location of the hotel so that they can walk and of course very save on the cost of going to work.

Grand Kemang Jakarta is writer hotel that is under the Mahesa group local group that stands alone. Grand Kemang is also hotel that has been established for long time from 1974 is writer luxury four-star hotel that maintains comfortable and classic atmosphere for guests with hotel staff who are known to be friendly to guests.

Finally, there are as many experiences at this luxury four-star hotel. The author can learn the basics and tricks for honing system skills as well as practical bed-making skills and learning to manage time at work and learn the tricks of maintaining long-lasting hotel with competitiveness with five-star hotels quickly at hotels and how to post laundry bill and minibar in the hotel. The author can study the system outside the KG Hospitality Suite used by hotel operations at Multimedia Nusantara University. After doing this training program the writer might have job offer because of this Industrial Placement work experience.

## **B. Purpose Of Training Program**

Industrial placement is very useful for students who want to get professional development. It took writer long period, this Industrial Placement provides opportunities before entering directly into the industry. In placing this industry, the writer has to set goals to be achieved. Below are the goals the writer wants to achieve after completing the training program at Grand Kemang Hotel Jakarta.

1. To assist authors in writing industry placement reports. The writer must first conduct writer training program in supporting subjects to make it easier for the writer, because if the writer does not do any Industry Placement, it is impossible to complete this report appropriately. The writer must be asked to write in English and the influence is the writer can improve language knowledge.
2. To fulfill graduation requirements as writer student at Multimedia Nusantara University majoring in Hotel Operations Program. All students must undergo an industry placement at least once to graduate. Hotel Operations has two semesters that require students to pass the training program namely semesters three and six. In semester three, students must choose between the Front Office and Housekeeping who have previously taken written test or practice first.
3. To improve the skills of the writer, especially in the Housekeeping Department by learning from other employees who are already senior at work, as well as other trainees. The author can build good relationships with people in the hospitality industry so that the writer can make it easier to find job opportunities that will help for a future career.

## **C. Period and Procedures**

As writer Hotel Operations Program, writer must face two times Industrial Placement Program which on the third and sixth semester. Each of Industrial Placement was six months long. For the writer, the Industrial Placement on this third semester was started from July 1<sup>st</sup> 2019 until January 1<sup>st</sup> 2019. There are some prepare that should be completed by the writer before started the Industrial Placement. The writer has to finish all course on the second semester with minimum of GPA 2,75, all the financial obligation, also do some proper test and mock up interview with

lecturer. Last but not least, writer should attend the training briefing held by the Carrier Development Centre.

After all of the obligation was fulfilled, one of the lecturer as the Industrial Placement Coordinator will sent the Curriculum Vitae and Resume of the writer to the choose hotel. The writer do the interview with the Grand Kemang Hotel on April 30<sup>th</sup> 2019 and received the acceptance letter on May 6<sup>th</sup> 2019, then on July 1<sup>st</sup> writer joined the orientation day and officially become a trainee at Grand Kemang Hotel Jakarta .