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CHAPTER I

INTRODUCTION

A. Background

Industrial Placement is very important for the Hotel Operations Program students and it is done in the third semester. The writer conducted the Industrial Placement in Room Division Department of Century Park Hotel Jakarta. Writer chose Century Park Hotel Jakarta because the hotel is close to the busway terminal thus the writer can access public transportation easily from the hotel to home. It is located in Central Jakarta near Gelora Bung Karno Stadium, Jakarta Convention Center, Senayan driving range, Masjid Al-Bina, FX Sudirman Mall, Plaza Senayan, Pacific Place and Senayan City Mall.

The second reason of why the writer chose this hotel is because Century Park Hotel Jakarta has good service to guests, so the writer can get experience good service skills from this hotel.

Last, the writer wants to obtain knowledge in Hotel operations by doing Industrial Placement at the hotel. Writer hopes to able to improve language skills, such as communicating in English; because the guest who came to the Hotel are not only from Indonesia but also from another countries.

B. Purpose of Industrial Placement

There are some purposes that the writer wants to achieve after finishing Industrial Placement at Century Park Hotel Jakarta. The purpose is to fulfill graduation requirements. To be the source of making this report of Industrial Placement. The report consists of the details during the Industrial Placement in Century Park Hotel Jakarta such as the organizational structure, job description, to problems and solution given during the program. And, the writer can expand networking after the Industrial Placement. Lastly, this Industrial Placement is also useful for giving information to the writer's juniors about the operational workflow at real hotel industry. The conclusion is that the Industrial Placement is very important for the writer to gain work experience, to finish this report, to expand network to future career, and to inform to the juniors about Industrial Placement in hotel.

C. Period and Procedures of The Training Program

Writer started the Industrial Placement from 10 June to 10 December 2019. Before writer started the Industrial Placement program, writer had to fulfill the requirements according to the procedures given by the campus. First, writer must attend Industrial Placement workshop. The workshop was conducted by CDC (Career Development Center) and the Industrial Placement Coordinator. In that workshop, the writer learns how to behave and conduct good manner during the Industrial Placement. After that, the writer must make a Cover Letter, CV and Certificates, to be submitted to the IP Coordinator. When the documents were accepted, writer was scheduled to conduct a Fit and Proper test and do mock interview with Hotel Operations lecturers. Writer must pass the minimum grade of Fit and Proper test and the mock interview before the CV and resume documents to be sent to the hotel.

Second, when the Cover Letter and CV were sent to the hotel, the writer must wait until the hotel HRD contact the writer for the interview schedule.

After passing the interview schedule, writer must do medical check up when medical check up the writer gets a blood, urine, and thorax examination. The last step join an orientation session. In the orientation session, the writer got in-depth information about the hotel such as the history of hotel, hotel facilities, and organizational structure of the hotel. After the Industrial Placement was completed, the writer must return to Universitas Multimedia Nusantara, make Industrial Placement report, and do the presentation of the report. When the presentation is done, the report has to be submitted to Academic Division and in the next semester, writer should do the seminar about the report in front of the juniors.