



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

An industrial placement will bring impact for Multimedia Nusantara University. Industrial placement is very important for students to improve skills and knowledge. Students required to follow industrial placement for six months and was required for graduation requirement and benchmark for third semester GPA. They are two reasons that make the writer choose Novotel Tangerang as a hotel for conducting internship training.

The first reason is that Novotel Tangerang located in a strategic location that is in the middle of the city of Tangerang and an only short drive to the Jakarta international airport with easy access they provide a shuttle to drop off and pick up. Located beside the shopping direction and public transportation. With an accessible location, the writer can arrive on time.

The second is, Novotel is a hotel brand within the AccorHotels Group. The brand of Novotel has known by many people in another country. Shaded by international chain hotel, making Novotel Tangerang a professional level hotel and has many connections through the world. With an international standard hotel, many valuable things, and experience that writer can learn from internship at Novotel.

At the end of the second semester, the writer must choose between the Housekeeping department or Front Office Department for the industrial placement. The writer chooses the Front Office department for industrial placement. The writer has been taught to make a reservation, handling a guest complaint, the proper way to be a concierge, front desk, and bellboy.

The writer was learned as a Front Desk Agent. When the writer positioned as a Front Desk Agent, the writer has been given a task to make a reservation for the guest. The writer must greet the guest when meeting in the first time and the sentence that used is *“Welcome to UMN Hotel, my name is Michael, how may I assist you?”* then the guest will ask to make a reservation. Besides making a reservation, the writer also handling check out for the guest.

The writer was learned as a Concierge. As a Concierge, the writer must know all about the hotel facilities and all the nearby restaurant also attractions. Then, the guest

asked the writer about the hotel facilities, a nearby restaurant, and attractions. The writer answered all of the questions with the right information.

The last is the writer was learned as a bellboy. The writer must be ready when the front desk agent asks to bring guest luggage. After the front desk agent asked the writer to bring the guest luggage, the writer brings the guest luggage, escorting them to their room, also answering all of the questions about the hotel from the guest. The conclusion is the writer learned about how to be a Front Office staff such as a front desk agent, concierge, and bellboy in a proper way. The writer has become better in mental and is ready for industrial placement.

B. Purpose Industrial Placement

The internship is so important for the student to get experience so that they can work well when they graduate and to meet graduation requirements on campus. Knowledge, skill, and connection are important things in industrial activities. Everyone needs these to help them to build the future career. The easiest way to have a connection while getting new knowledge and experience is to do an internship. Industrial placement is one of the obligate for students as a graduation requirement. Besides as a graduation requirement, the main purpose of industrial training is to have working experience and doing many practices in the hotel to gain knowledge and skill that student does not learn from the university.

The internship program lasts for six months. During the internship activities, the student can see and feel the real situation of work in the hotel, find some real problem and find ways to solve them. Student can also build good relationships between fellow trainees, employees, and superiors. Good relation and communication between staff will make it easier for the student to complete their internship program, and the good relations that have been built will make it easier for students to support their future careers.

C. Period And Procedures

The trainee makes a resume and cover letter. Resume and cover letter are very important for a job application. Resume showing what is the experiences and qualities that the writer has. Cover letter showing the details of achievement, hard skills, education, and hobbies that the writer has.

After that send the CV to the hotel and wait for an interview call from the hotel. Trainee has an interview practice with the lecturer. The interview practice is really helping the writer to prepare for a real interview in the hotel. The writer learned many things that the writer should do in the interview by the mistake that the writer does. The interview practice makes the writer gain a lot of knowledge about an interview and is confident for the interview in the hotel. the writer has also provided hotel knowledge and core subject knowledge.

After being interviewed from the hotel and accepted we will participate in several activities before starting the internship such as orientation and introductions at the hotel and also collect medical checkups. Then writer start the interenship at 17 June 2019 – 17 January 2020.