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CHAPTER I

INTRODUCTION

A. Background

Hotel industry is a type or form of business which provides accommodations in lodging, food, and beverage that catches people's interest lately. In Indonesia, many people compete to become trainees or employees in this field. As per Mr. Haris Gunawan, Business Office Development Le Cordon Blue (LCB) on SUN international Expo 2017 said that many people want to chase their career in the hospitality industry because it is very promising and pretty sustainable. Also, he said that according to the data from Indonesia Benchmarking report in 2015, the industry of tourism and travel was ranked third as the largest income greater than education, automotive, and financial service. There are so many hotels from guest houses to five-star hotels that are located in Indonesia especially in Jakarta. One of them is Grand Hyatt Jakarta Hotel. As one of the world's top hospitality companies, their hotel purpose is "We care for people so they can be their best." Grand Hyatt remains committed for caring not only their guests, but also each of their colleagues. It is a workplace where co-workers become one family. This promising situation make the writer chose to train or work in here.

Other reason for the writer to choose Grand Hyatt Jakarta Hotel is that it is located which is in strategic business area. It is located in Jl. M.H. Thamrin, right in the center of Jakarta and only a few minutes-walk from the city's famous landmarks, such as Bundaran HI, Grand Indonesia and Plaza Indonesia. Besides that, the public transportation such as buses and train are easy to reach for the trainees, employees, and the guests.

Grand Hyatt Hotel is managed by Hyatt Hotels Corporation. Hyatt Hotels Corporation is an American multinational hospitality company that manages and franchises luxury hotels, resorts, and vacation properties. The Hyatt Corporation came into being upon purchase of the Hyatt House, at Los Angeles International airport on September 27, 1957. About 777 properties are spread around 54 countries in the world under the Hyatt Hotels Corporation. In 2019, Hyatt was on number 13 of the Best Workplaces Awards in the world, with more than 15.300 colleagues of Hyatt Family all around the world. In this condition, by joining the Grand Hyatt Jakarta Hotel, writer was

able to know how the International service work. It also gives the writer opportunities to work overseas later on.

By having Industrial Placement in Grand Hyatt Jakarta, the writer obtained many experience and knowledge about hotel industry. Grand Hyatt Jakarta is a luxurious 5-star hotel that has so many loyal guests which is a part of their membership program called “World Of Hyatt” with 5 level of membership. Because of that, the Hotel will always have many types of guests either the new guests or the VVIP guests that regularly stay at the hotel. This helps the writer to differentiate how to treat each type of the guest.

B. Purpose of Training Program

The Industrial Placement program is one of an obligations for all college students in Universitas Multimedia Nusantara (UMN). It is mandatory subject for all students to enroll in this program to graduate. The first purpose of the Industrial Placement is to built up relationship between the writer with fellow trainees from other schools and universities, staff, and the managers which can assist writer for future carrier path. Later on, in the future, if the writer has a good relationship with other employees and gets a good reference from the hotel, the writer might have a chance to work with Grand Hyatt Jakarta after graduate.

The second purpose is that the Industrial Placement program will give the writer a new experience. The writer can apply the skill and knowledge in real hotel situation. The writer interacts with the guests and serves them according to the hotel SOP.

C. Period and Procedures

In Hotel Operation Program, the student must conduct a six-month Industrial Placement program. The Industrial Placement is conducted twice, which is on the third semester and the sixth semester. For the writer, the first Industrial Placement was conducted on 22nd July 2019 until 22nd January 2020. Before starting the Industrial Placement, the writer prepared to complete the prerequisites. First, the writer has to finish the entire course in the first and second semester with the total minimum GPA 2,75. And then, writer has to pass the Fit and Proper Test from the Industrial Placement Coordinator. The test consists of Knowledge Test and Mock Interview. The writer must

also complete all the financial obligation. Lastly, the writer must attend the training briefing from Carrier Development Centre in campus.

After the prerequisites were fulfilled, the Industrial Placement coordinator sent the Cover Letter and CV/Resume to the chosen hotel. The writer needed to wait until the hotel give the interview schedule. The writer received the information to do the interview on May 15th 2019 and received the acceptance letter on May 24th 2019.

After receiving the acceptance letter, the writer had to do the medical check-up at Plaza Indonesia clinic on June 10th 2019. After passing the medical check-up, the writer joined the Orientation Day on July 16th at Grand Hyatt Jakarta before starting the first day in 22nd July 2019.