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CHAPTER I

INTRODUCTION

A. Background

Training program is one of the requirements that must be carried out for students Universitas Multimedia Nusantara, this training program has two stages namely during Semester 3 and Semester 5.

The writer chose The Ritz- Carlton Mega Kuningan as a place to study and increase knowledge in the field of housekeeping in a five-star hotel. The writer will also explain why choosing The Ritz- Carlton Mega Kuningan.

First, The Ritz- Carlton Mega Kuningan is in the Jakarta area because Jakarta is a city that is always full of new visitors starting from within the country or abroad which makes Jakarta one of the big city. The Ritz- Carlton Mega Kuningan is near to Mall Ambassador, ITC Kuningan, Kuningan City, The East, The Bellagio Boutique Mall, and Kota Kasablanka, not only near to the mall, The Ritz- Carlton Mega Kuningan is also close to Gelora Bung Karno, Monas, and Balai Kartini.

Beside that, The Ritz- Carlton Mega Kuningan has a warm nuanced hotel concept that will give a sense of comfort. The Ritz- Carlton Mega Kuningan also has a modern and classic style that will give an elegant and luxurious impression to the hotel.

Finally, the writer chose The Ritz- Carlton Mega Kuningan, the writer can add skills and knowledge in the field of housekeeping with the correct SOP, overcome back to back, and how to work with other departments. The writer is also motivated to compare learning in hotels with on campus to provide input and experience for writers.

B. Purpose

There are a lot of advantages for undergraduates for doing Industrial Placement in Hotel industry. Industrial Placement can also benefit writer to increase knowledge and gaining real working experiences. Below are the purposes of doing Industrial Placement in The Ritz-Carlton Mega Kuningan:

1. To fulfill graduation requirement as the student at Universitas Multimedia Nusantara majoring Hotel Operation Program. Hotel Operation students at Universitas Multimedia Nusantara should pass two times of Industrial Placement. First, Industrial Placement held in third semester and the students have to choose between Front Office and Housekeeping Departement. Second industrial placement will be held in sixth semester and have to choose between Food and Beverage Production and FB Service. Writer choose to do an internship in Housekeeping Department for 6 months to fulfill this requirements.
2. To give senses of working in Professional Hotel industry. Writer find there are a lot of advantages to do on-the-job training. There are a lot of new knowledge in Hotel Industry especially in Housekeeping Department; and also writer can have more experiences and Housekeeping skills that could be beneficial in writer's Hotel career.
3. To gain more social networks. Industrial Placement connects writer with different kind of people who works in Hotel industry. There are a lot of professional Hotel workers and also trainees from different kind of vocational schools and Universties around Jakarta.

C. Period and Procedures

The period of internship will last for 6 months from July 2019 until January 2020. The procedure before starting an Industrial Placement, the writer must have followed the requirement. The writer will initially conduc a test to choose what department will be chosen during the training after conducting the test, the writer will make a CV and Cover Letter in accordance with the hotel they have choosen, then attach a GPA, Workshop and Seminar Certificates, then will be submit by lecture Ms. Septi Fahmi Choirisa to communicate with HRD. Before conducting an internship the writer conducted interview with lecture for approximately 15 minute, the lecture also provided input so that the writer could answer the questions correctly.

During the interview session, the writer was interviewed by Mr. Romario Garcia as HR Learning Assistant, during the interview the writer was asked questions about the chosen hotel, personalty, knowledge and reasons for choosing housekeeping. After

doing the interview session the writer waits for the result. In the final result the writer was accepted at The Ritz- Carlton Mega Kuningan and began signing internship contact letter with the conditions that have been determined, when the first day of internship the writer conducted an orientation session was conducted to history hotel, vision and mission of the hotel, gold standard of the hotel and hotel area, the in the second session the writer was provided with the housekeeping department, getting to know the types of rooms that existed up to the procedures for working the room.