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CHAPTER I

INTRODUCTION

A. Background

As Hotel Operation student in UMN, the writer has learned about Front Office in the first and second semester. For semester three, the writer chose to do the Industrial Placement at Hotel Atlet Century Park Jakarta. After seeking information from various sources, there are two motivations that made the writer chose Century Park Hotel as a place for performing the Industrial Placement.

First is because of the reference from the writer's lecturers. After some considerations, writer believes that this hotel will give a lot of knowledge and experience. From that, the writer believes that college and work are different. According to the lecturers, the knowledge obtained from the Industrial Placement is very important for the future career.

Second motivation is the location of Hotel Century Park Jakarta. Hotel Atlet Century Park Jakarta is located in strategic places. Century Park is located in Jl. Pintu Satu Senayan which is located right in the heart of Jakarta. This hotel is near the other hotels, malls, banks, restaurants, hospital, club, sport clubs, and many entertainment areas. It is not really far from Gelora Bung Karno Stadium. So, the writer can easily go around the area and does not waste time on the trip.

B. Purpose

Having purposes in the Industrial Placement is the most important thing because the writer has something to achieve. These purposes become the goals of the writer during the Industrial Placement. This is not only for writer, but for others too. There are three purposes for doing this Industrial Placement.

First is to get a lot of knowledge by learning more. As a student, the writer still lacks of knowledge. Even though the writer is now studying in university, but with the existence of an Industrial Placement, the writer can get more knowledge that has not been taught on campus. For example, during the practicum classes, the writer only handled guest complaints from the writer's friends in college, but by training in hotel,

the writer can learn to handle real guests' complaints. The problems were much more complicated in hotel rather than in practical classes in campus.

Second is to have real industry experience. Having practicum class in campus and training in Industrial Placement program in hotel is different. It gives the writer a full responsibility in completing work. This experience is also very interesting and makes the writer understand that working is in a different level.

Third is the information and the experience that the writer gets can be useful for others. The writer is the second batch of Hotel Operations. The previous year, there were no seniors training at the Century Park Hotel. The writer would like to do an Industrial Placement at Century Park to provide information about an Industrial Placement at this hotel for writer's juniors.

In conclusion, knowledge can be obtained more directly from practice in Industrial Placement. Experience is also important because it makes the writer understand that working is in different level. The last is the writer hope that the information about the Industrial Placement will help the writer's juniors to choose their hotel as their place of Industrial Placement.

C. Procedures and Period

Industrial Placement in Century Park Hotel takes six months to finish. It starts from June 10th, 2019 - December10th, 2019. During the Industrial Placement, the writer also worked on this report writing. There are three procedures to join the Industrial Placement.

First is that some documents must be submitted to the hotel. There are resume and cover letter. Resume highlights the writer's qualities and experiences. Whereas, application letters are details about the education and achievements of writer such as awards, honor, etc.

Second is to practice the job interview with the lecturers. The writer practiced the interview with different lecturers in different time. During the practice, the first lecturer told the writer to fix the answers for some interview questions while the second

lecturer gives advice to answer the questions wisely. From this practice, the writer gets knowledge of how to answer properly in the interview sessions with the hotel.

Lastly is to revise the documents. The writer must revise and compile the resume, cover letter, GPA, and certificates in the same folder and convert it to PDF file. Then, the writer must send it to the advisor. After being checked, the writer must send the documents by email to the Industrial Placement coordinator to be sent to the Century Park Hotel Jakarta. Finally the writer is just waiting for a call for an interview.

During the interview session, the writer was asked some advice about the interview to the Lecturer, After interview what is asked is about the job description, Standard Operating Procedure (SOP), and information about the Century Park Hotel. In addition, the writer was also given advice from the lecturers so that the interview answers could later be well received by the hotel.