

## **CHAPTER I**

### **INTRODUCTION**

#### **A. Background**

Hotel industry has grown bigger. The goals of hotels itself is to give people with food, shelters, refreshment, beatify services and goods. Many foreign tourists visit and enjoy the natural charm of this country. Because of the rapid development of the tourism industry in Indonesia, many people compete to become trainees or employees in this field. Personally the writer choose in the food and beverages department where the industry has become rapidly grown cause of the unique and new innovations created, in the food and beverages industry there are two department that runs in there. Food and beverage production that known as kitchen work in the cooking sections and make sure that all the food prepared for the guest are perfectly cooked or as expectations and then the food and beverage service where the writer choose to be on the job training section, services are more likely to do the service for the guest. Waiter that in charge of serving the food and beverages to the guest and fulfill their common needs and the bartender that make drinks for the guest, in kitchen they have cook in making drinks they have bartender.

There are many five stars hotels in Indonesia and the writer select one of the famous hotels in Bandung that is InterContinental Bandung Dago Pakar. The Hotel is managed by qualified hospitality professionals which makes the writer want to be part of InterContinental Bandung Dago Pakar. There are two reasons that make the writer want to do an internship in InterContinental Bandung Dago Pakar.

The first reason is that InterContinental Bandung dago pakar located in Bandung this will give the writer new experience to handle tourist from many country, because bali is very popular between any other country in Indonesia, InterContinental Bandung dago pakar is five stars hotel and the location is strategic enough because it is located near the big mountain and the view get the city light that good for photos and chill the atmosphere is very calming and relaxing.

The second reason is InterContinental Bandung Dago Pakar was once the number one hotel in Bandung. Make InterContinental Bandung Dago Pakar a professional level

hotel and has many connections throughout the world even though it's a local chain hotel. There will be many valuable things and experience that the writer can learn from an internship at InterContinental Bandung Dago Pakar.

## **B. Purpose of Industrial Placement**

Industrial placement is the program that held by many school and campus that intend to make the experiences for the students, introduce the work industry directly, to open an opportunity to the students for working after graduation and to graduate from the university. One of the most important things on finding a job is connection especially in the hospitality industry where the people must have a good attitude either to a guest and to work partner. Industrial placements are one of the easiest ways to have a connection while you can get new experience about real work industry. Industrial placement is a mandatory procedure that arrange by Universitas Multimedia Nusantara as a graduation requirement. The main objective of industrial training is to give students actual work environment and working experience in the real industry. Another goal of this program is to discipline the student, become more responsible, educate students to have a better attitude and have more experience to the real work industry so the students can work and be a part in hotel industry.

During the training program, students can gain experience and connection to gain a new channel in social life for working in the hospitality industry. Students can get many experiences, so when facing real problems students know how to handle it. Students also can gain relationships with the staff and the other trainees. Good relationships and communication with the other will make the students easily pass the internship program and have a good memory about the internship, and it can help the students's careers in the future.

## **C. Period and Procedures**

Phase that need to be fullfil for industrial placement is to apply CV or resume to the destination hotel and then it will continue to the interview if the standard are meet with the hotel needs. Student have to make their own CV that already accept and agree by the

lecturer and send it to the hotel and after the hotel interest with the CV they will invite for the interview to know more and make sure that the hotel choose the right person for the job or positions.

Student must be having an interview with the hotel they applying for after the result said that the students pass the interview or meet the hotel standard., students will need to fulfil the requirement in the hotel such as medical checkup, ID card, personal insurance, and others file depend on what the hotel needs especially in this pandemic, where all of the trainee must do the swap test to avoid spread of covid-19. Agree and allow the hotel policy and privacy to be applied for an internship. After that you can assign the hotel letters that shows both agreements for the term and conditions in your internship, then student will become trainees and do their internship to complete the training program as the deal with the hotel average period about 6 months training.

From the writer experience the writer get interview after about a week of sending CV to the hotel then the hotel send the schedule for the interview, after the interview finish the hotel will need a time to decide either the writer can meet to become the trainee at the hotel or not. Then the writers get accepted and start the training from the 12<sup>th</sup> of January to 12<sup>th</sup> of July for six months of training.