

CHAPTER 1

INTRODUCTION

A. Background

Having an Industrial Placement Program is something that very important for Students of Hotel Operations Program but during this difficult time there are very limited opportunity for the students to be able to experience internship directly at the hotel since the pandemic hit. As per 6th April 2020 stated by the head of PHRI (Perhimpunan Hotel dan Restoran Indonesia) there are 1.226 Hotels reported that were shut down and speculated even more to come. For Banten area itself there are approximately 38,51 % of decreasing activity in hotel except for two star hotels and five star hotels. In spite of the decreasing activity around the hotel industry the writer still got the opportunity to conduct the industrial placement in Tangerang, Banten area.

The Hotel Operations Program in Universitas Multimedia Nusantara has a certain program in which the students need to join industrial placement twice. The first one is already held during the third semester and the second one is conducted during the sixth semester. For the second Industrial Placement The writer chose a four-star business hotel in Tangerang; Mercure BSD City. This industrial Placement will take approximately six months to finish. The writer has several reasons for choosing this hotel for the second industrial placement.

The first reason is to try and adapt to the new environment in the industry. After having the first Industrial Placement in Bali on a resort. The writer sees this as an opportunity to enhance their knowledge of the Hospitality industry from the business hotel point of view. This opportunity will also help the writer to gain experiences especially on hand experiences on the food production area since during classes this period is held online due to pandemic circumstances.

The Second reason is enhancing soft skill and hard skill. By jumping

right in the middle of a hotel's food production process and all activities that surround it will definitely build the writer's skill bit by bit. From learning all the food production preparation process until working and solving issues with the team will help the writer to prepare themselves for the real industry later.

The third reason is to expand connections. By meeting new colleagues and guests the writer could gain so much. The writer could learn so much knowledge, experiences, skill and other matters from listening to their stories, observing them doing their activities, interacting, and socializing. All these matters are what is expected from the writer during the industrial placement, even though all of these things are not easy to achieve during the whole process but improving more experiences, skill, enhancing knowledge and expanding connection will be worth the effort.

B. Purpose

This Industrial placement is a mandatory program but it is not only the requirement for the writer to graduate but this program also has great purpose. Experiences and Knowledge will be gained by the writer, these will be the main purpose of having Industrial placement, especially right after this period the writer will be graduating and facing real industry.

The first one of the great purpose is to let the writer learn about the working industry from another department's point of view. Which is from the Food Production department. Learning on campus sure gives lots of information for the writer but all of them are just the theories and basic practical knowledge. By joining directly into the industry the writer will understand more about the working environment and this will also help the writer to see how to adapt and behave in the hospitality industry.

The skill and knowledge owned by the writer is just a scratch on a surface of what's in the hospitality industry, therefore conducting an industrial placement will enhance not only skill, knowledge but also the experience of

the writer. At campus there are several basic process were taught by the lecturer but during this internship the writer got the opportunity to also experiences several other activity related to food preparation from ordering groceries, fresh produce, and other material needed for daily production, serving guest for buffet service, making food by order / a la carte menu, ingredients preparation and others. This industrial program will inspire the writer to be a better participant for the industry and all the purpose could be achieved if the process were done earnestly with full responsibility.

C. Period and Procedures

Industrial Placement is a program that includes both the concerns of the university and the hotel related, so to make sure everything goes smoothly there are several procedures that need to be followed by the writer to be able to join the internship program at the hotel. due to the happening pandemic Hotel Operations program offered choices to the students for them to choose between having an internship or creating an entrepreneurship business

Since the writer chose to have an internship program, there are extra steps they need to do before they can actually start. The writer needs to send CV, Resume, Cover letter, Certificates, and GPA scores to the hotel to apply. This time it is a little bit different than the first industrial program because the writer needs to apply to the hotel by themselves through email with less help from the campus unlike before.

After the documents were sent, the Human Resources Department in Mercure BSD City or known as the TnC (Talent and Culture Department) Contacted the writer through the email to continue the process into an interview that was held on 26 November 2020 directly in Mercure BSD City. Ms, Devi Yusrina Wulandari as the Talent and Culture Coordinator giving the writer the first interview and asking several questions about general cooking knowledge, hotel knowledge and my previous experiences and activities. After the first interview the writer waits a moment to have the second interview from the user. The writer got the opportunity to be interviewed by the Executive Sous Chef; Mr. Surya Agus the user asked

the writer about some basic cooking knowledge, sharing information on how workflows around the kitchen and asking whether the writer is ready or not. After two weeks the writer got further notice that the writer was accepted to be a trainee for the internship program for six months from 11th January 2021 until 10 July 2021 if everything happens according to plan.