

CHAPTER I

INTRODUCTION

A. Background

Education is one of the important things in human life. This can be applied through a program in the form of an Industrial Placement Program. This Industrial Placement Program is a practical activity for students to gain experience from these activities, which can later be used for professional development. The purpose of this activity is implemented as a form of application of the theoretical knowledge that has been obtained during the lecture its implementation is applied in the Industrial Placement Program.

In Hotel Operations at Universitas Multimedia Nusantara has an Industrial Placement Program that is required for students in the third and sixth semesters. The Industrial Placement Program is one of the requirements for graduation. By having an industrial placement, there is an opportunity to gain experience in the world of professional industry, add networks, and learn to manage time.

The entire student is required to choose the Housekeeping Department or the Front Office Department to do the Industrial Placement Program. The program is required to choose one of the departments in the room division. Since 2020 had a pandemic situation, the entire student could choose between a hotel, UMN Dormitory, or Video Learning Project to do an industrial Placement Program. The writer prefers to choose the Housekeeping Department in UMN Dormitory.

The writer chooses the Housekeeping Department because wants to learn more about well-planned service and maintenance of facilities regarding standards of cleanliness, tidiness, and comfort for guests in the hotel. Housekeeping Department will have more interaction with guests from different backgrounds. There are several reasons why the writer chooses UMN Dormitory as a place to do the Industrial Placement Program.

Firstly, UMN Dormitory is a strategic location and near to the Universitas Multimedia Nusantara. It only took a few minutes to get to the UMN Dormitory from the writer's house. UMN Dormitory occupies a strategic location close to the university of

UMN, office buildings, hospitals, hotels, and shopping centers. UMN Dormitory has a strategic location accessible on public transportation like city buses, Transjakarta, taxis, and several other public vehicles, as well as flood-free locations.

Secondly, UMN Dormitory also is a nice place because it has good facilities to have more experience and a fresh start to feel the world of work. The UMN Dormitory itself consists of three buildings, namely building A for male students, while buildings B and C are buildings for female students. UMN Dormitory also has ample parking space for students who bring their vehicles. The UMN Dormitory has shared facilities such as a pantry. The rooms in the UMN Dormitory consist of a single room and a double room.

Thirdly, pandemic situation and one of the UMN's recommendation. According to this situation, UMN working with UMN Dormitory to had an industrial Placement Program and allow the student to have an Industrial Placement in UMN Dormitory. The Industrial Placement agreement with UMN Dormitory is decided to work maximal 4 hours and also had individual and group projects. It is a good decision to prevent the spread of the COVID-19 because not many people in there.

In conclusion, those were the reasons why the writer chooses UMN Dormitory. Also, the dormitory is a good place to start an Industrial Placement Program and hope can get more experience and knowledge. The writer so happy and excited when received the information that the writer was accepted to do the Industrial Placement there.

B. Purpose

Industrial Placement Program makes the entire student have more experience and knowledge about the Hotel Industry. The Industrial Placement Program also makes the entire student feel the world of work and the process of a student's journey to face the real world of work. The Industrial Placement process is also considered as a provision for students to face the world of work and can apply the philosophy of Kompas Group 5C (Caring, Credible, Competent, Competitive, and Customer Delight).

Learning activities in the college will not be optimal if students do not develop them through Industrial Placement. If getting a lot of theories while in college, then the student needs to try new things, such as taking part in extra activities to gain insight. The real

problems that students found while at the Industrial Placement is one way to improve the quality of students. Thus, students will be trained to solve problems professionally. Also, solutions to these problems can be obtained immediately by applying theory and practice in college.

Then, a list of curriculum vitae (CV) is important. It will show what has been through and done, apart from in college. With your Industrial Placement experience, curriculum vitae (CV) will be more memorable and interesting. Companies will also be more interested in hiring someone who has previous Industrial Placement experience. Industrial Placement provides the opportunity to meet many people from many backgrounds.

Those who already have Industrial Placement experience have a greater chance of being accepted into a full-time job after graduating from college. This is important for expanding the professional network. By interacting more with professionals, it can be used as a reference for the future. In the Industrial Placement Program, it is possible to use and compare the knowledge gained during college with the implementation of Industrial Placement in industries or companies and to obtain knowledge and information about work from the place of Industrial Placement.

In essence, this Industrial Placement is an initial opportunity to be able to establish as many networks as possible. During the Industrial Placement, there will be many things that will be responsible. That is the right opportunity to learn a new skill so that later can become a professional hotelier. The other chance of an Industrial Placement Program related to the hospitality industry will meet many new people that have never met.

It is a good opportunity to add networks and relationships. That way, even though have not officially entered the world of work, already have a wider network when need help when officially graduate and need a job.

C. Period and Procedures

The process of applying for the Industrial Placement Program from internal such as an internal interview with the lecturer, practice writing application letter in Business Communication subject, fit and proper test about hotel general knowledge and hotel

divisions such as the Housekeeping Department and Front Office Department. The minimum score that passes the test is 80.

In 2020 had a pandemic situation, the entire student could choose between a hotel, UMN Dormitory, or project to do an industrial Placement Program. After that, the writer chooses the Housekeeping department and UMN Dormitory to do the Industrial Placement Program. Then, the writer applying a CV (Curriculum Vitae), application letter, GPA (Grade Point Average), and certificate to the advisor through email on 29 May 2020.

The advisor could be sent the Industrial Placement document to the UMN Dormitory. Next, fulfill and signing the letter of statement for parents and students to make sure that parents acknowledge and are allowed to join the Industrial Placement Program on 29 June 2020. Applying KM-01, KTP, and KTM on 1 July 2020 to know which hotel that writer choose to do the Industrial Placement Program.

After submitting KM-01, the KM-02 will be created for an Industrial Placement Program that freely can access through the Google Drive link. After that, the writer has an introduction and briefing process with Universitas Multimedia Nusantara Human Resources Department through Zoom Application on 9 July 2020 and the Industrial Placement Program will be starting on 6 July 2020.

The briefing process about rules, regulations, technical arrangements and will be informed by Universitas Multimedia Nusantara Human Resources Department. Before the shift began and ended, the trainees will have a bodycheck by the UMN Dormitory Security and list the trainees belonging to the logbook. Furthermore, the trainees has a group project to do the layout of the UMN Dormitory and submit on 17 July 2020.

Every two weeks the trainees will have a work review and a briefing to choose the next leader with Manager and Supervisor in UMN Dormitory. The leader must collect the KM-04 and KM-05 every week to make sure the form is completely signed by the Manager of the UMN Dormitory. Shift leaders need to check staff training's grooming, health protocol, and equipment.

The team leader must come 30 minutes earlier to meet the supervisor for the task and share it with the team member. Leaders need to coordinate and with the team for the task given and fill in the details of the jobs in the logbook. After the leader is changed, the

previous leader must tell the new leader all the job at briefing time with the Manager and Supervisor of the UMN Dormitory.

The leader also must report all the complaints and problems to the Manager and Supervisor during the term. Every week the trainees should prepare an individual project such as a poster or signage then submit through the Google Drive link. In a group's project must create the SOP (Standard Operating Procedure) book for Dormitory Management and apply thematic decorating for the dormitory dining room at the end of the Industrial Placement Program.

The trainees also need to ready to be placed in any duties related to the Industrial Placement Program assigned by the Human Resource Department. Then, fulfill and signing form KM-03 (Industrial Placement Card) submits to the Manager of UMN Dormitory on 7 July 2020. Every day and every week the trainees should fulfill KM-04 (Industrial Placement Attendance), KM-05 (Weekly Report), and attendance sheet.

In KM-04 (Industrial Placement Attendance), there is a student ID, student name, company name, date (every day), hours of in and out, supervisor's signature, and remarks which contain the writer's job description. In KM-05 (Weekly Report), there is student ID, student name, company name, activity, date (every week), and supervisor's sign. In the attendance sheet, there is a name, month, division, phone number, hours of in and out, date, and signature.

Each month the trainees should prepare an Industrial Placement Report (chapter 1-4) then submit through email and revise it after advisory. Moreover, doing a monitoring program with the advisor to fulfill and signing the Industrial Placement Monitoring Form. Finally, preparing and submitting the final Industrial Placement Program report then doing the presentation about the Industrial Placement Program.