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# CHAPTER I

## INTRODUCTION

### A. Background

When the writer finished the senior high school, the writer was interested in hotel operations. He's wondering if one day he will be an expert at kitchen or food and beverages services. Then, he decided that he want to take the challenge and get over his dream. To achieve that, the writer joined Universitas Multimedia Nusantara. As a Hotel Operations Student at UMN, he has to do an Industrial Placement Program. The Industrial Placement Program is obligated for each student and the writer chose the Universitas Multimedia Nusantara Dormitory located in Serpong. There are certain reasons why he chose Universitas Multimedia Nusantara Dormitory as a place to do this program. These are the reasons why UMN Dormitory has been taken.

“...to get to grips with the fundamental importance of skills to their business – so that their staff have the skills and knowledge to meet current business needs and put them in a stronger position to develop and deliver higher value-added products and services. Work experience and work placements are a vital part of this.”<sup>[1]</sup> (Lewis, 2004)

Education is important. Otherwise, quality and human source capabilities are critical in the industry. The good quality of services is needed by companies either to promote or to sell their product. When the students graduated from the university they will know more about the related industry, they will have better career prospects on graduation, students themselves expect swiftly entering and contributing to the workforce.

Nowadays, there is a disease called COVID-19. This pandemic is a hot topic and it is limiting all mobility for every social group. Even though the pandemic is not over yet but

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<sup>1</sup> Fantome C. (2004) Why Do a Work Placement?. In: Work Placements — A Survival Guide for Students. Macmillan Study Skills. Red Globe Press, London. [https://doi.org/10.1007/978-1-137-08191-9\\_1](https://doi.org/10.1007/978-1-137-08191-9_1). retrieved on Dec 12<sup>th</sup>, 2020.

we have to keep moving and gain experience. Universitas Multimedia Nusantara offered two options for the Industrial Placement Program either make Video Learning Project or work on UMN Dormitory. After that, the writer decided to take responsibility as a Housekeeping in UMN Dormitory.

Second, the writer always wonders about the new ambience of the workplace and learning place. Then, the writer decided to take the Industrial Program here because the writer wants to be in a different environment. Hopefully, that could bring positive effects for the writer as a professional hotelier and the writer wants to observe & dig deeper into the hospitality itself. Especially, the writer hopes that could improve his ability and creativity to adapt to the new environment.

Next, it's located in Serpong not far from the university. Few attractions could be enjoyed by the customer while staying at the hotel, such as Universitas Multimedia Nusantara, Summarecon Mall Serpong, Bethsaida Hospital, Ocean Park BSD City, several places to play golf, bowling, soccer, billiard, etc.

Also, talking about chains. As the chain of Kompas Gramedia and Universitas Multimedia Nusantara well known about the management quality and development. So, The UMN Dormitory will provide their best services and experiences. Then, it will be a benefit for UMN Dormitory, because everyone will easily memorize and initialize the service from the Dormitory.

Those are the reasons why UMN Dormitory has been chosen. The writer was very grateful when he was receiving the news of the acceptance for the Industrial Placement Program. Those experiences will not get in the other places and that was great, the writer has learned to be taking an Industrial Placement Program there. Hoping the writer can be expert, skillful, and developed in high attitudes. The critical thinking was also improved because of when the trainee has to be able to solve the real complaints, the guest with difficulties, and errors happened in the hotel. Last but not least, big applause and regard for teammates, supervisor, manager of the department, and everyone who has given big support and spirit of working.

## **B. Purpose**

Furthermore, Industrial Placement can help the students to choose what area of an industry they wish to work in. This program can help settle on the work position choices simpler, as it can give an understanding into every part of an organization and permits you to work inside various divisions and groups. A modern position can assist you with getting in your field. With the Industrial Placement, students are expected to:

1. Be a professional and an expert

Students must be able to work as a professional better than “a student” can do. Besides, they will learn and try to work in a company that will support and enhance students ability to be an expertise

2. Develop knowledge, skill, and build links to related industry

Students maximize their efforts in the related industry based on their knowledge, soft skills, and hard skills they get in the Industrial Placement Program. When they know the markets, there will be various companies that need the service or the product they could give.

3. Gain more experience and new skills

Students want to explore more about their professional work. Adding more experience and new various skills to support and upgrade their quality of work and make themselves have specialties on the related job in different aspects. Moreover, a company will be more interested in the experienced professional prospective worker

4. Link and match related to the future job to related industry

Directly or indirectly relations and links are important for a worker or a company. They will help them to promote, communicate, and sell their products or services more effectively. When the links are connected it is easier for people to look and see about the company or business product or services.

### **C. Scope**

When the Industrial Placement Program is in the process few aspects will measure the student's ability and knowledge about the related industry to make sure this program is going to be useful based on the score or data given by the company. The scope of Industrial Placement grading include:

1. Work Discipline, which provides for work targets, attendance, and punctuality.

This will measure the student work discipline such as attendance and the work time, to confirm that the students can achieve their work targets and the student's punctuality improved comprehensively.

2. Job Mastery, knowledge, skill, and problem-solving.

The student must be improving from time to time. In this industrial placement, they will learn more about their professional work related to the major they are taking in in the hotel operations. Furthermore, the knowledge and the skills they have will bring them to the stage of problem-solving which is happening in the industry.

3. Communications and Teamwork, adapt and coordinate the work as a team.

The students are working in a new environment, which means they must be able to adapt and get into the environment to get comfortable while they are working for a company.

4. Personal Development, attitudes, responsibility, initiative, and integrity.

Student's characteristics will be very unique, based on the different backgrounds, perspectives, and interests. Each student will have a different way of thinking to solve problems and bring advantages for the environment responsibly and intuitively.

### **D. Period and Procedures**

1. Period

The Industrial Placement Program was completed within four months. It was started on July 7<sup>th</sup>, 2020 and finished on October 23<sup>rd</sup>, 2020. The student's working hour at the dormitory is four hours from monday to friday. Then, the students are work

shifted by the system such as the morning shift. Middle shift, and afternoon shift. Moreover, there will be leaders selection once every two weeks.

## 2. Procedure

Industrial Placement Program of Hotel Operations has done two-phase procedure such as internal procedures and internal procedures. These are the internal phase, such as the making of application letter and resume, the mockup test with the lecturers, the internal Industrial Placement Program test:

- a. Writing a cover letter and do a mock interview test with the lecturer.

At the university, the students were taught by the Lecturer of Report Writing subject how to make the professional cover letter and resume that completes the minimum requirement for the Industrial Placement application.

- b. Choosing a hotel for Industrial Placement based on the advisor's recommendation.

Hotel Operations at Universitas Multimedia Nusantara has given big opportunities for each of us to apply at various hotels.

- c. Followed up with a fit and proper test.

Students were having a test that will recommend which departments they are capable of. After the students did the test, the lecturers and the Industrial Placement Program coordinator discussed the score and gave the recommended department for each student.

- d. Choosing the department for the student to do their Industrial Placement

Hardly, in the pandemic (COVID-19) hotels around Indonesia are shut due to the social distancing and gave two options to the students either taking the Industrial Placement Program by making Video Learning Project or taking a part in UMN Dormitory as a housekeeper

Next, the external phase is the process that is directly connected and associated with the related company which is UMN Dormitory. These are the external phase have been done by the student:

- a. Applying to the selected hotel by submitting the resume.

Students chose the department or the option for the Industrial Placement Program and made the application letter and resume to the company.

- b. The acceptance from the company.

Students were accepted both at the UMN Dormitory and the making of the Video Learning Project.

- c. Briefing and introduction of the hotel before starting the Industrial Placement Program.

Before the Industrial Placement, briefing, and introduction of the new environment are really important. Students will learn, recognize, and adapt to the new environment. This will help the students to create a comfortable ambience.

- d. Conducting the Industrial Placement following the schedule, standards, and regulations that have been made by the hotel.

There are Standard Operating Procedure (SOP) and the company regulations that must be followed by the students as professionals to minimize accidents and errors during work.

- e. Once every two weeks, the new leader will be selected.

The goal of this phase is to build up leadership and good communication with the environment. Hopefully, the students will be more responsible for the action they chose, the students can improve their coordinating skills by managing the shifting schedule with the manager and the supervisor of the UMN Dormitory, and

- f. Every trainee's assignment and activities are always recorded through the paper written by the Supervisor and CCTV.

The students were also monitored by the advisor, manager, supervisor, staff that are responsible for this Industrial Placement Program to ensure that this program runs well. Also, during the monitoring process, there were evaluations given to each student about their behavior, attitude, and also the student's report.

- g. Preparing a training program report as required for the Industrial Placement final trial.

The students have to complete the reports by the deadline time given and ask for any revision from the advisor. If the students could not submit it on time, they will be failed in this semester.

h. Submitting the final training program report.

After all the evaluations are given, the students have to submit the revision and submit the final report to the advisor. So, the students can attend the Industrial Placement Program final trial.

i. Doing the presentation about the training program report on the final trial.

The students must be able to share and visualize to the examiner and the advisor what they have learned when the Industrial Placement Program.

j. Final submission of Industrial Placement Program after the final test

In this phase, the students received evaluations from the examiner and they have to revise them and get permission from the examiner and submit the report on [my.umn.ac.id](http://my.umn.ac.id).