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CHAPTER I

INTRODUCTION

A. Background

Education does not guarantee the future. Bob Sadino said that “Education the background does not always determine our future careers, except for careers in education”. That is, education not only teaches knowledge but also teaches attitude, morals, good and polite speech to others. Universitas Multimedia Nusantara is having a Diploma Program for Hotel Operations. There are challenges for students to deal with the degree. Since the program offers more experience and practical things in a real work-life situation, that would be useful for students to start a career in the hospitality industry. Another supporting evidence that provided by the program is the students can join the certification of skill competency held by BNSP (Badan Nasional Sertifikasi Profesi). Experience supported by the certification is a golden ticket to start a career in the hospitality industry.

Even though the UMN Hospitality produces Diploma Program Hospitality graduates, it does not make it difficult for students to get jobs because after Industrial Placement. Industrial placements (or ‘industrial work placements’) are an extended period of work experience undertaken by university students looking to supplement their degree with professional development. By participating in industrial placement, students can understand the scope of the world of work and expect what work is suitable later. Initially, the writer wanted to do an industrial placement in the Front Office Department at the selected hotel, located in BSD. Before facing the current pandemic, students were competing to find and apply CV (Curriculum Vitae) to the hotel that chosen. While waiting for news from the hotel for an interview, it turns out that the world is experiencing a pandemic COVID-19 which has closed all business sectors and industries. This situation of a pandemic does not stop hospitality students from carrying out the initial industrial placement process in this third semester.

During online-based lectures and waiting for the hotel email, but the writer does not accept the email from the hotel, there are three choices given by the campus to hotel students for industrial placement. Namely industrial placement at hotels, making Video Learning Projects, or industrial placement at UMN dormitory. The writer is choice was

to do an industrial placement at the UMN Dormitory, because of the pandemic COVID-19, many hotels were closed, and the writer had not heard from the hotel, and did not want to take time off from college, finally, the writer did an industrial placement to complete semester three. Besides, during the Industrial Placement, the writer could apply skills in housekeeping work and knowledge in the world of the workplace later.

B. Purpose

1. To improve and sharpen the skills in the Housekeeping Department

All the theory and practicum classes in the first and second semesters will apply to UMN Dormitory such as using the right chemical for each activity. Moreover, after the industrial placement program, the writer gains more knowledge and new skill added. For example, when on campus, they are taught to clean windows using window squeegees and glass cleaners, but in the dormitory, they use window washer window squeegees and glass cleaner. The writer also got new things as a housekeeper.

2. As as a basic foundation for self-development in the workplace

By having an industrial placement program, the writer is expected to have strong self-development such as communication, leadership, and coordination with other colleges. In this era, it is important to train soft skills for the future. For example, by improving communication soft skills, businesses can get many and large relationships. That way the company or business that is being run will quickly develop.

3. To develop networking to the hotel industry

Networking is one of the most important things in a work-life situation. If the writer has good networking, there is a lot of advantage that can get from it, such as vacancy information, recommendation, etc.

4. To gain experience in operations activity

Operation management needs the collaboration of soft and hard skills. So that a person who had in operation activity, will have more experience in a dynamic situation. So, the writer expected would gain experience in operation management.

C. Period and Procedures

Before the writer accepted an industrial placement at the UMN dormitory, the writer went through an internal process, such as attending various seminars from the hotel and attending beauty classes from Sariayu. After that, run internal interviews twice with UMN hospitality lecturers with several questions that will be asked when applying for work at the hotel later. Taking a fit and proper test is a mandatory requirement for hospitality students before their industrial placement. This test is based online by testing hospitality students about general knowledge in the world of hospitality with a minimum score of eighty. With this, lecturers can see job opportunities in the hospitality division, both Front Office and Housekeeping subjects are more dominant. But, if the students can not reach the minimum score, the students should take the remedial class on another day.

The lecturers already pay attention to the hospitality students for requirements to get an industrial placement in four until five-star hotels in Indonesia. The requirements such as the score in the exams minimum score in a core subject are eighty, the GPA (Grade Point Average) minimum is C, the attendance dan discipline while attending lectures on campus. The writer also made a KM-01 card and CV (Curriculum Vitae) to be sent to the hotel that has been selected by the writer. KM-01 contains about Industrial Placement Application form signed by the Head Operations of Hotel Operations Program. After being signed, the CVs and KM-01 of the hospitality students will be distributed to the selected hotel.

While the pandemic COVID-19 occurred, hospitality students were waiting for interviews from the hotel. Entering March 2, 2020, to be precise, the COVID-19 virus had just emerged and began to spread in Indonesia. Now, the world is experiencing a pandemic COVID-19, which makes the sector in the fields of hospitality, food, companies, education, must be closed, then the campus was a vacuum for several months. Finally, to replace the hospitality student industrial placement program at UMN semester three, the campus gave an option for industrial placement to work in a hotel that has recently opened an industrial placement vacancy, made a Video Learning Project, or an industrial placement at UMN dormitory. Since Industrial Placement at the UMN dormitory, the writer follows the meeting through ZOOM for a briefing on 3 July 2020, by HRD UMN, Head of Hotel

Operations Program, and the supervisor at the campus during the industrial placement.

The briefing material told about the working procedures in the dormitory, the building, and part in the dormitory, health protocol in there and the tools trainee should be brought. Also, remind to print files that must be taken during the industrial placement such as KM-04 and KM-05, attendance sheets, and send KTP and KTM photo files in the dormitory, project sections then, send a letter of acceptance at the hotel or dormitory industrial placement. The several types of equipment that the trainees carry when they come to the dormitory, namely print KM-01 to KM-08, guidance book, and attendance sheet. These three data are important for trainees when providing industrial placement at the UMN Dormitory later. A guidance book that aims to assist hospitality students in UMN who will do an industrial placement in semester third and semester sixth to fulfill requirements in an industrial placement. The KM-02 contains the request for Industrial Placement to the UMN Dormitory. After that, the trainee will print several KM 4 and 5 as well as attendance sheets to be signed every week by the UMN dormitory manager and the supervisor.

The KM-04 and KM-05 are daily and weekly reports that must be filled in by trainees during their industrial placement at the UMN dormitory and hotels. So, telling about the activities during the trainee at work, what was done, when the trainee experience illness, permission, or injury, it can be written in the remarks. Before that, the trainee will submit the KM-03, which contains personal data, and the UMN dormitory or hotel. Starting from the name, phone number, fax, hotel email, department, manager or supervisor name, and finally the signature of the writer and general dormitory manager, complete with a 3 x 4 photo. The KM-03 is one of the data that aims to disburse the industrial placement fees for trainees at the UMN dormitory.

After KM-03, KM-04, and KM-05 have all been collected, then it will be submitted to HRD and HR of UMN. The KM-06 is an assessment by the supervisor of the pre-trainee during the industrial placement, assessed from the aspect of discipline in attendance, communication in adapting, teamwork, and attitude during the industrial placement whether it is kind, polite, smiling, or even being indifferent or indifferent to staff, superiors, or security, a form of responsibility for trainees while

undergoing a given job desk, trainee initiative when someone asks for help. The KM - 07 is the data filled in by the supervisor as proof of verification that the industrial placement report that has been made by the writer has been received, read, and approved. The last is KM-08, which will be filled by the Industrial Placement advisor during monitoring and assessing the quality and effort of the trainees during the industrial placement period. The other things that the writer should print and bring are the attendance sheet.

These sheets are important to the supervisor at UMN Dormitory when the trainees who are sick or late coming in during working hours. Attendance sheets should be filled every day. From the date, working hours, and sign from the supervisor at UMN Dormitory. At UMN Dormitory, the trainees should come 15 minutes before working hours at 8 a.m. to briefing or prepare equipment before working. If the trainee comes late to UMN Dormitory, will automatically be sent home and considered absent from work that day. While the trainee is sick while working, can immediately ask the leader for permission to go home early. Once every 2 weeks, while working at UMN Dormitory, the trainees experience a change of leaders and are held to have a meal together, from 10 am to 2 pm.

The new leader will be given knowledge through the previous leader starting from collecting KM-04 and KM-05 and attendance sheets, make grooming checklists, making schedules every week, the arrival hours of leaders a maximum of 30 minutes before working hours, and consulting after working hours with the manager UMN Dormitory. For new leaders, what must be paid attention to is the ratification of the schedule by the manager and supervisor on weekends. The approved schedule must be shared with other trainees before the working day and if someone is allowed or sick, it should not be sudden and report to the leader. After all the documents, the procedure and health protocol already understood by the trainees at UMN Dormitory, have been collected and brought, then on 7 July 2020 yesterday, the writer began to administer and on 9 July 2020 have started working with a period of five months until October 23rd, 2020.