

# **CHAPTER I**

## **INTRODUCTION**

### **A. Background**

Jakarta is a developed city, especially in the economic sector, therefore many tourists come to Jakarta to do business there so there are many five stars hotels in Jakarta to make it easier for them if they want to do business, therefore it is not surprising that there are more business hotels. rather than resorts in Jakarta, with that, the writer is interested in doing an Industrial Placement Program in Jakarta because according to the writer, Industrial Placement Program in Jakarta will have a lot of experience and the writer wanted to do an Industrial Placement Program in Shangri-la Jakarta.

When the writer was a kid, the writer follows the activities of the elementary school that is outbound, in one hotel in Surabaya. Shangri-la Hotel is a hotel that is suitable for holidays, outbound is an activity to strengthen friendships because there the writer and friends play and gather together to strengthen friendship. The writer enjoys that moment very much because the facility on their hotel was very good and very comfy to stay in with friends and family so the writer decided one day the writer wants to work in a hotel like that and the writer wants to know the management of hotel Shangri-la because they have good service. To achieve that dream, the writer decided to join UMN hotel operations programs, in the third semester there, the writer has required to do an Industrial Placement Program. The program asked the writer which hotel would the writer to do the training program.

Unfortunately during this situation the writer can not achieve that dream because at the beginning of 2020 there is a virus called COVID-19. This virus is a contagious disease caused by severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2), most people infected with the COVID-19 will experience mild to moderate respiratory illness and recover without requiring special treatment. Older people, and those with underlying medical problems like cardiovascular disease, diabetes, chronic respiratory disease, and cancer are more likely to develop serious illness. There have been 67.210.778 confirmed cases of COVID-19, including 1.540.777 deaths, reported to WHO. Fortunately Hotel Operations Program give two option to do the Industrial Placement Program, there are video learning project and UMN Dormitory, and the writer has choose UMN Dormitory

as a place to do Industrial Placement Program There are several reasons why the writer chose UMN Dormitory.

First, UMN Dormitory was built and developed by the UMN and this place facilitated for that student who comes from outside the city of Jakarta and Tangerang, UMN Dormitory has good facility such as a pantry, WIFI, lounge, and lobby. UMN Dormitory consists of three towers, tower A is used for male students and tower B and C are used by female students and each floor have one pantry and one public toilet. The pantry can be used by students if they want to cook their food, there they have two types of rooms, namely a single room and a double room, for a single room used by one occupant, and for a double room, it can be used by two occupants.

Second, UMN Dormitory is not too far from the writer house, so the author always comes on time, and UMN Dormitory has a strategic location for students who live there, because UMN Dormitory is close to a convenience store, gas station, Summarecon Mall Serpong, and Universitas Multimedia Nusantara, and the dormitory is very close to the hospital, if there is an accident at work, it can be handled directly.

Third, a recommendation from the lecturer. During this situation, there are no hotels that accept interns because of the current situation and fortunately UMN facilitates it by providing UMN Dormitory as an Industrial Placement Program to help students complete semester three and the writer feels that the working hours there are more flexible and comfortable for the writer, so the writer has an Industrial Placement Program.

Those are the reason why the writer chooses UMN Dormitory to do his training program. The writer was so excited when received the news that the writer was accepted to do an Industrial Placement Program there and the writer so happy because the writer will meet new people there.

## **B. Purpose**

Industrial Placement Program can be used to sharpen the skills that the writer has got on campus besides that, Industrial Placement Programs can give the following benefits such as:

1. Be professional in the Hospitality Industry

The students can have the ability as a leader, improve the good attitude , and also can practice the problem-solving skills by doing an Industrial Placement Program.

2. Develop knowledge and skills in the Hospitality Industry.

The students can improve skills, abilities and knowledge that have been obtained on campus and implemented in the Hospitality Industry.

3. Gain experience and practice

The students can gain experience, practice and can make the students mature, and be responsible. Industrial Placement Program makes us ready to work in the real industry.

4. Link and match knowledge from campus to the Hospitality Industry

It means not everything taught on campus is the same as in real industry, sometimes the theories that have been taught are not in accordance with the practice in the field, now with this, our problem solving is tested.

**C. Period and Procedures**

The time taken for the Industrial Placement Program is four months, from July 7, 2020, until October 23, 2020. In conducting Industrial Placement Program the students need to follow the following procedures, and here are the following procedures such as :

1. Practicing how to make the report and resume with the lecture in Report Writing subject. Students learn and practice how to make a good report and resume in report writing subject.

2. Choosing a hotel for Industrial Placement Program based on the lecture's recommendation. Students are required to choose two hotels for their Industrial Placement Program.
3. Applying to the selected hotel by submitting a cv/resume. Students are asked to submit their CV to the selected hotel.
4. Following the terms and conditions, by getting a GPA above 2.75, There must be no failures in compulsory courses such as housekeeping and front office and doing a fit and proper test two times.
5. Briefing and introduction of the hotel before starting the Industrial Placement Program. Briefing and introduction did get to know more about the hotel that has been selected as an Industrial Placement Program.
6. Conducting the Industrial Placement Program in accordance with the schedule, standards, and regulations that have been made by the hotel. Students follow the work schedule, regulations, and rules that have been made by the hotel.
7. Each week the training staff needed to prepare training reports to be handed over to the manager and signed. Each training staff needed to make training reports so that managers can find out what the training staff has been doing on a daily basis.
8. Every trainee's assignments and activities are always recorded through paper and record in timekeeping. Every job done by a trainee will be written by the supervisor on paper and signed by the trainee and every morning the trainees are always tapping as proof of attendance, late or not coming to work.
9. Preparing an Industrial Placement Program report as required for the semester. Students needed to prepare Industrial Placement Program reports as a requirement to pass the semester.
10. Collect and submit km 6, 7, and 8 that have been signed and stamped to my UMN.
11. Submitting an Industrial Placement Program report. Students needed to submit the Industrial Placement Program that has been made by the student.
12. Doing the presentation about Industrial Placement Program report. Students are required to present the Industrial Placement Program report to the lecturer to be given a grade, with that students can pass the semester.