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CHAPTER I

INTRODUCTION

A. Background

As a student of Hotel operations program at University Multimedia Nusantara, every student have to do training program or industrial placement to gain more experiences. In the third semester there, the writer required to do a training program. writer have learn theoretical and practical about front office and housekeeping in semester 1 & 2. The program asked the writer which hotel would be chosen to do the training program. The writer choose UMN Dormitory for the training program in this 3rd semester. There are several reason why the writer choose UMN Dormitory as a place to do the training program.

The writer's reason is because the place isn't that far, located near University Multimedia Nusantara and the writer can drive with car which took time about 15-20minutes . It's also the place where there's not really traffic jam that can be occurred. The location itself is a strategic location. Because it's near the convenience store, and there's a lot of café around. So the students can hang around there for a break after the shift over.

Then in this dormitory, the facilities are quite good and complete. On each floor, there are pantries that have been provide for the occupant. In the pantries, there are some equipment like a refrigerator ,microwave, portable stove, and so on. The dorm itself has three towers, they are called tower A , B, and C. The tower divided into one tower for boys and two towers for girls. There is parking area that available for three cars, two motorcycle, and three for the bicycle. There is laundry places that available for the occupant to keep and clean their clothes.

The university itself recommends. During this covid pandemic, UMN working together with the Dormitory to make sure the Hotel Operation student can do an Industrial placement. It's the best choice for the student, beside the hotel

where there are a lot of people that still come and go, which can be a bit dangerous that this disease can be spread.

Those are the reason why the writer chooses UMN Dormitory to do his training program. Besides that, the dormitory is the safest place to do a training program during these pandemics. The facilities are good and the place much empty because of these pandemics. Even though the writer didn't meet with the guest, at least the writer still can develop and train their skill with the supervisor and their mentor. It's enough to gain experience for this training program during this pandemics.

B. Purpose

1. Students will be able to develop knowledge and skill in housekeeping department.
2. Students will be able to gain more experience in industrial placement.
3. Students will be able to practice their skill in this training program

C. Period and Procedure

1. Period

Duration for the training program is four month start from July 7, 2020, until October 23, 2020.

2. Procedure

- a. Practice writing a cover letter and do a mock interview with an advisor that been assign as a business communication subject.
- b. Choosing a dormitory for industrial placement based on the advisor's recommended.
- c. Choosing the appropriate department for the student to do their industrial placement, followed up with a fit and proper test.
- d. Applying the selected dormitory by submitting the resume.
- e. Briefing and introduction of the dormitory before starting the training program.

- f. Conducting the industrial placement following the schedule, standards, and regulations that been made by the dormitory
- g. Each month the training staff will prepare a training report to be handed over to the personnel manager.
- h. Every trainee's assignment and activities are always recorded trough paper and CCTV footage.
- i. Preparing a training program report as required for next semester.
- j. Submitting the final training program report.
- k. Doing the presentation about the training program report.