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CHAPTER I

INTRODUCTION

A. Background

Jakarta is the capital and developing city in Indonesia. Jakarta is one of the biggest city in Indonesia. Many visitors local and international want an excellent quality of service for those who stay in Jakarta. There are many 5 stars hotels in Jakarta, which makes it easier to do business. There are also many tourist attractions there that can be enjoyed by tourists or local people. This is supported by CNN (2018) below,

“The tourism industry has several sectors in it, one of them’s is a hotel industry. The industry of tourism in Indonesia grow rapidly in 2017, Indonesia visited by more than 14 million tourists, an increase of more than two million tourists from the previous year. With a drastic increase in the number of tourists, entry of foreign currency is likely to continue. In 2015 the minister of tourism stated a strategic plan in the form of targets to be achieved in 2019. The plan covers 20 million foreign tourists as well as IDR 240 trillion, employing 13 million people in the tourism industry, as well as increasing the contribution of tourism to the national Gross Domestic Product (GDP) by eight percent. Based on ministry data, the absorption of the tourism sector workforce reaches 12.7 million people or 10% total workforce population in Indonesia”

Because Jakarta has many opportunities as stated above, the writer had a desire to obtain experience by working in the hotel industry in Jakarta. Before the Covid-19 pandemic existed, the writer hoped to get accepted to conduct an Industrial Placement in Mandarin Oriental Jakarta. However, in March 2020 the coronavirus spread widely in Indonesia, because of that many industrial hotels do not accept Industrial Placement Program. Universitas Multimedia Nusantara provides two options for the students who want to do an Industrial Placement Program.

At first, video learning project, and the second is do an Industrial Placement In UMN’s dormitory. The writer chooses UMN’s dormitory as a place to do an Industrial Placement Program. Universitas Multimedia Nusantara recommends a dormitory for the Industrial Placement Program during the pandemic. That was a good choice for the Industrial Placement Program during this pandemic because in dormitory there would be less people

who stays compared to hotels. So that, there will be a minimal covid-19 infection compared to hotels.

B. Purpose

1. Be professional in solving the problem.
2. Develop knowledge and skill in the housekeeping department.
3. Obtain more experience and practice during the training program.
4. Link and match knowledge from campus to related industry.

C. Period and Procedure

1. Period

The duration of the Industrial Placement Program is four months, started from July 7, 2020, until October 23, 2020. Working hour at dormitory Universitas Multimedia Nusantara is four hours with 3 shift there, morning shift, middle shift, and afternoon shift. The middle shift is for the leader from group red or blue. Five days per week working at UMN's dormitory, starting from Monday until Friday.

2. Procedure

- a. Writing a cover letter and do a mock interview with an advisor.
- b. Choosing a hotel for Industrial Placement based on the lecturer's recommendation
- c. Choosing the department for the student to do their Industrial Placement, followed up with a fit and proper test.
- d. Applying to the selected hotel by submitting the resume.
- e. Briefing and introduction of the hotel before starting the Industrial Placement Program.
- f. Conducting the Industrial Placement Program following the schedule, standards, and regulations that have been made by the hotel.
- g. Each week 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 through paper and record in timekeeping.

- i. Preparing an Industrial Placement Program report as required for an Industrial Placement final.
- j. Submitting the final Industrial Placement Program report.
- k. Doing the presentation about the Industrial Placement Program report.