



### **Hak cipta dan penggunaan kembali:**

Lisensi ini mengizinkan setiap orang untuk mengubah, memperbaiki, dan membuat ciptaan turunan bukan untuk kepentingan komersial, selama anda mencantumkan nama penulis dan melisensikan ciptaan turunan dengan syarat yang serupa dengan ciptaan asli.

### **Copyright and reuse:**

This license lets you remix, tweak, and build upon work non-commercially, as long as you credit the origin creator and license it on your new creations under the identical terms.

# **CHAPTER I**

## **INTRODUCTION**

### **A. Background**

The experiences traveling makes the writers want to be a part of the hospitality and tourism industry. Since the writers have an opportunity to be a student in Hotel Operations Program the writers need to sharpen the knowledge and skill in Hospitality Industry hotel because nowadays the hotel needed by many people to stay on vacation. Every day many people come in and out of the hotel for work or vacation. After finishing the study, the writer knows where the industry should be joined. The hotel industry has very large opportunity to more easily get a job, to get the wish the writers also choose the Universitas Multimedia Nusantara majoring in Hotel Operation as a place to study. Semester one and two learned a lot about the front office, housekeeping, and education before doing Industrial Placement. Education is all situations, things, events, incidents, or about a process of changing the attitude and behavior of a person or group of people to mature humans through teaching and training efforts (Media, 2020). In semester three did an Industrial Placement. Industrial Placement is workplace-based learning which helps students to better prepare themselves before entering the world of work and develop practical and academic skills following their study program (Vista Education Corp, 2020). Students interesting in a hotel in Pekanbaru and chose Megara Hotel by Azana Pekanbaru.

Megara Hotel is located at Pekanbaru Street Ahmad Yani. The hotel provides writers with the opportunity to obtain knowledge and experience in the field of Hotel although during the Pandemic Covid-19. This pandemic is carrying a considerable loss for many hotels so that the writers cannot try the hotel that is in Bali. Although it is not able to try a hotel that is in Bali the writers are very grateful to continue the Industrial Placement process at Megara Hotel. With its existing Hotel, the writers can channel what has been learned for two semesters.

In the field of hospitality, there are different types of job. Many positions are available in the hospitality. Available sections such as Front Office, Housekeeping, F&B

service, Chef, sales, and many more so when graduating from hospitality, the writers can choose which part is more mastered and in the interest. Universitas Multimedia Nusantara provides all the science that students need to make it very easy to enter the world of work. In general, to become a manager also have to master all the fields in the hotel, a box to settle the room, guest service, and hotel reservation system.

Industrial Placement is very important for writers. Many new experiences will have in this program. In this Industrial Placement writers can practice directly what has been learned for two semesters. Go directly to the guest interface and serve the guest following the rules and the existing SOP (Standard Operating Procedure). Facing and resolving problems that occur in the hotel that is in place.

During the Industrial Placement, the writers also made a report to be gathered to the guidance lecturer. The purpose of this program is to implement the skills we have learned. Also, it makes the writers more prepared to face a world of very professional hospitality. A Professional is a person who has a profession or job that high abilities and firmly adhering to moral values that direct and underlying actions (Setiawan, 2020). The report on the Industrial Placement to get to know the hotel and to know what activities are done during the Industrial Placement.

## **B. Purpose**

To complete the Industrial Placement, the writers also make a report to the university. The report is divided into several parts such as activities during the Industrial Placement in front office information related to Megara Hotel Pekanbaru cover history, facilities and organization structure, the experience of writers during Industrial Placement, problems faced and solutions that are done in the face of a problem that does. Part of this section will be done monthly and will be collected to the mentor lecturers to check and give directions to be a good report and objective from this Industrial Placement program is:

First, add knowledge about hospitality. During the Industrial Placement writers learned and observed firsthand the process of working in hospitality. The knowledge can be like the system used in the hotel, how to serve guests, how to be a professional hotel worker

and much more. Not only does it work in the world of hospitality, but it can also directly interact with guests. Know the various nature of the guest and how to serve it well.

Industrial placement as a warming up or the first step towards the world of work. From Industrial Placement to new knowledge and experience, we've got it. With Industrial Placement can add to the skills that have been learned during the lecture period. so that when the writers enter the actual world of work will not feel the pressure that can be stressful and can work professionally. The writers will also be trained to solve problems and provide solutions to existing problems in theory and science.

Can apply the science that has been learned during the study period of theory or practicum into the real world of work. The writer has gained a lot of theories during his lecture period. It certainly wouldn't be the maximum if it didn't develop with field practice. So the writers chose Megara hotel as a place to apply theory and practice what has been learned. Such as checking in check out guests, making a guest reservation, closing after the shift is complete and handle guest complain.

Having a networking connection in the hospitality industry. Networking is built networks in the long term and mutually benefit from each other (Junaedi, 2020). Connections are very important for writers in the future whether to find a job or to create a business. Co-workers or managers can also help expand knowledge. It's not just co-workers, working in the Front office part of the writers also often meet with guests from different regions. This makes the writers able to directly interact with guests and add friendship connections.

To pass the third semester, Universitas Multimedia Nusantara gives Industrial Placement Programs to each student. Industrial Placement makes writers more professional and ready for the world of work. Semester one and semester two will be given theory and practice about the front office and housekeeping. In semesters four and five learn about kitchen and food & beverage. In the third semester, the writers chose the front office department to directly practice what had been learned for six months and make a report as a condition of graduation.

### **C. Period and Procedures**

First of all, the writer can choose two hotels as their Industrial Placement place. After choosing a hotel, they should also pick in what field is interested in, between the front office and housekeeping. The campus provides the opportunity for all students to ask the level elder who has done this activity first. Senior has experience and knows the hotel they chose. This event gives a pretty good picture to the writers. Very easy to choose desired hotel. The campus conducts tests for all students. The value obtained will be used for the submission of the value held by the campus and the minimum value to be obtained is 80. The test is divided into two parts. The first part is the general thing about the hotel and the second part is part of the field that the chosen writer is the front office. The writer follows both tests and does not succeed get a score of 80, so it must repeat the test which is held by a student-only campus that has not reached the score of 80.

After the test, the Industrial Placement lecturer also gave guidance and direction to each Industrial Placement. Guidance in the give as in the event of fire, earthquake, risk in the work and how to deal with guest attitude that is not desired so have a picture of what will be done if there are things that do not want when doing the Industrial Placement. The briefing provided is how to fill and prepare the letter that is needed during Industrial Placement and for the final report. The final report includes one of the pass requirements in this Industrial Placement.

In March there is a thing that is not desired is the Pandemic Covid-19 that enter the territory of Indonesia. This makes the economic decline and impacts the hotel industry. Many hotels are deficient in visitors and should reduce the workforce and Industrial Placement. There are even some hotels that are closed due to a Pandemic Covid-19. Make the writers hard to find a place of Industrial Placement and must send a CV (curriculum vitae) to various hotels. One of them is to send a CV (curriculum vitae) to Megara Hotel Pekanbaru.

The writers prepare a CV (curriculum vitae), cover letter, certificate, documents required and send it directly through the form of a photo copy to Megara Hotel by Azana Pekanbaru on June 15, 2020. After one week passed, Megara Hotel Pekanbaru sent a message through SMS (Short Message Service) that the writers can interview on 24 June

2020 at two pm. On the date of the interview, the writers come and start filling in personal data that has been provided by Megara Hotel Pekanbaru after that the writers enter the room and do questions answered approximately one hour to two hours. During the question and answer session, many experiences shared by the hotel and asked the writers willingness to intern at the Hotel and the writers got information on June 30th through SMS (Short Message Service) that can start the Industrial Placement on 2 July 2020 and ended on 30 September 2020. Approximately six months can do an Industrial Placement at Megara Hotel Pekanbaru.