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CHAPTER I

INTRODUCTION

A. Background

Hotel Operations Program in Universitas Multimedia Nusantara has an industrial placement program in the third semester and sixth semester. To graduate in Universitas Multimedia Nusantara all the student have to complete all the industrial placement program. In the first industrial placement program the writer chose the Housekeeping Department. Afterwards the writer decided to have an industrial placement program in UMN Dormitory.

The strategic location of UMN Dormitory is one of the reason why the writer chose to have an industrial placement program. It takes only 10 minutes from the writer's residence to get there. And also UMN Dormitory provide shuttle bus from Tangcity mall to UMN dormitory so it's very easy to access there.

Due to the pandemic situation, the writer has considered to having an industrial placement program in UMN Dormitory because the writer will not meet guests from outside the region or country which may carry viruses that can be infected. The duration of working hours in UMN Dormitory is relatively faster than working hours in hotel, so the writer can have enough rest time, so that stamina and endurance remain strong to prevent infection from the virus.

B. Purpose

By joining the industrial placement program, the writer realizes the importance of the industrial placement program. The following are the purpose of the program:

1. The writer is able to have the opportunity to work in real work experience.
2. The writer can build a professional network in the working environment.
3. The writer can develop skill and knowledge in the housekeeping department.

C. Period and Procedures

The term for the industrial placement program is five months start from July 7,2020 until November 30, 2020 and here are the procedures to start the Industrial Placement ;

1. Practice to make a cover letter and do the interview simulation with the advisor in campus.
2. Choosing place for the internship program.
3. Decide the department of internship program and follow with fit and proper test.
4. Submitting the resume to the selected hotel.
5. Briefing and introduction of the hotel before the internship program.
6. Regulate the schedule, standard and regulation of the hotel for internship program
7. The trainee will prepare a training report every month which will be submitted to manager and proceed to the director of human resources.
8. Preparing a industrial placement report as required for next semester.
9. Submit the final industrial placement report.
10. Present the industrial placement report as one of the requirements for graduation.