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CHAPTER I

INTRODUCTION

A. Background

Joining the Industrial Placement Program is very important for the writer as Hotel Operations' students to gain experiences in the real hospitality industry. However, due to the pandemic of COVID-19, around 2,000 hotels and 8,000 restaurants had to cease operations in the effort to contain the COVID-19 in Indonesia. According to the chairman of the Hotel and Restaurant Association (PHRI), Hariyadi Sukamdani, many (hotel) employees were laid off or took unpaid leave. The pandemic of COVID-19 has also changed people's behavior. People chose to stay at home and to shop only for the basic needs. (Catriana, 2020).

Being in a pandemic period, the writer chose to take the Industrial Placement Program in the UMN Dormitory. The writer thinks that the UMN Dormitory is closely relevant to the real hotel industry in terms of the workflow and standard operational procedures. By doing the Industrial Placement Program at UMN Dormitory, the writer can gather experiences especially in the Hospitality Industry.

Doing the Industrial Placement Program in this pandemic situation is not easy. That is why Universitas Multimedia Nusantara and the UMN Hotel Operations Program give the opportunity to the writer to do the Industrial Placement that is still needed to be done this semester.

B. Purpose

Having an Industrial Placement in the middle of COVID-19 pandemic is not easy. There is a slight anxiety and fear of getting infected by the virus during the Industrial Placement Program. However, the program needs to be done in order to complete this semester.

Industrial Placement Program can help the writer to apply the knowledge and skills that have been learned in the classroom. Next, the writer learns to work and adapt in the

real Hospitality Industry with the current pandemic situation. Next, the writer is able to gain theory and practical skills that are related to the Hotel Operations course study. Last, the writer can have various experiences regarding work cultures and workflow.

Those four purposes are beneficial for the writer so that the writer is able to be well-prepared in the real Hospitality Industry by gaining experience in this program.

C. Period and Procedures

The Industrial Placement Program which was held in UMN Dormitory took around six months starting from July 7th until October 23rd, 2020.

To be able to do the Industrial Placement in UMN Dormitory, there are processes that the writer needs to do before starting the Industrial Placement Program.

- a.** Before starting the Industrial Placement Program, the writer has to prepare important forms such as Cover Letter, Curriculum Vitae, GPA, and all the certificates that the writer has participated in UMN or outside the university that is related to the Hospitality Industry.
- b.** Pass all of the tests, such as Fit and Proper test and Hotel Knowledge test. The Fit and Proper test is a test that can determine if the writer suits the Industrial Placement Program by answering questions related to the Room Division Department. Different from the Fit and Proper test, the Hotel Knowledge test is a test that checks how far the writer knows about the Hospitality Industry by answering questions that are related to the Room Division Department.
- c.** After the tests are done, the writer has to do the Mock Interview with the lecturer. The purpose of the Mock Interview is for the lecturers to measure the readiness of the writer to conduct the real interview at the selected hotel.
- d.** The writer has to fill the KM's from KM's 1 – 8. All the KM's will be submitted into the UMN website and included in the Industrial Placement report.
- e.** KM 4 is a daily attendance sheet that must be filled every day after doing the Industrial Placement Program.
- f.** KM 5 is a weekly attendance sheet that must be filled once every week after doing work weekly.

- g.** After the processes are done, the writer can do the Industrial Placement in UMN Dormitory.
- h.** The UMN Dormitory has a policy for the trainee and the writer to fill the attendance sheets every day and they have to be submitted to the UMN Dormitory Supervisor once every week.

So, those are the period and procedures of the Industrial Placement Program that the writer needs to complete before starting the Industrial Placement Program in the UMN Dormitory. Completing the process of the tests, KM's, and Mock Interview is very important to find out how prepared the writer is.