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CHAPTER I

INTRODUCTION

A. Background

Universitas Multimedia Nusantara is the one of the universities that located in Gading Serpong, Hotel operation is one of the major in the Universitas Multimedia Nusantara, and the highest education that can be achieved by the Hotel Operation Major is D3, the beginning of entering Hotel Operation Industry Program in Universitas Multimedia Nusantara, the student will be taught by the lecturer a various kind of the subject, but the core subject in the Hotel operation program are Front Office, Housekeeping, Food and beverages , but the first and second semester will be focusing on two subject there are Front Office and Housekeeping.

As a student of Hotel operation program at Universitas Multimedia Nusantara the writes must have two times undergo training, and not just the writer but every student also have to experience the industrial placement, during the second industrial placement, writer was hired at the Universitas Multimedia Nusantara Dormitory and this is the first step of achieving the goals of the author.

To accomplish that achievement the writer has joined hotel operation at Universitas Multimedia Nusantara, in the first semester the author learn the basic of the hotelier should have known and the second semester the writer doing more of practicum the third semester students are required to do a training program, the purpose of this program is for student to choose that hotel that they might work in and do the training program in there.

Because of this pandemic going on, Universitas Multimedia Nusantara Hotel Operation had no other choice but to have giving the student the another option of the training program at the hotel and give the student a chance for intern at the Universitas Multimedia Nusantara Dormitory and there are several reason why the writer chose Universitas Multimedia Nusantara's Dormitory to do the training program.

University Recommend the student this program during the pandemic, Universitas Multimedia Nusantara is have a collaborating with the Dormitory to ensure the writer and

the other Student can do an industrial placement, the Dormitory is still one corporate to the Company of Universitas Multimedia Nusantara, the student can get the administrative efficiently.

Those are the reason why the writer chooses Universitas Multimedia Nusantara dormitory to do the training program besides the dormitory program is the safest places to do the industrial placement during this pandemic.

B. Purpose

The purpose of doing the industrial placement is to enable the student to gain relevant experience working with a company in the area of work that the student qualified for, while developing the practical skills the student need to do the job , and organizing a work placement is a smart move at any point in their career

By joining this program there are several things can be useful for the student in the future

1. Student can be improve professional in problem solving
2. Student can be improve the knowledge and skill in the housekeeping department
3. Students can obtain more experience and practice during the training program.
4. Students can link and match knowledge from campus to real case in the field.

C. Period and Procedures

1. Due to the current pandemic, the students given by the lecturers three option for industrial placement, namely in a hotel, dormitory, or making a video learning project, the writer chose to do the inter at the Dormitory This industrial placement program starts from July to November for 5 months.

2. Procedure

- a) Practice writing a cover letter and do a mock interview with an advisor that has been assigned in a business communication subject.
- b) Choosing a hotel 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 hotel by submitting the resume.
- e) Briefing and introduction of the hotel before starting the training program.
- f) Conducting the industrial placement following the schedule, standards, and regulations that been made by the hotel.
- g) Each month the training staff will prepare a training report to be handed over to the personnel manager and proceed to the director of human recourse.
- h) Preparing a training program report as required for next semester.
- i) Submitting the final training program report.
- j) Doing the presentation about the training program report