

CHAPTER 1

INTRODUCTION

A. Background

When the writer was young, the writer love to take traveling every school holiday that makes the writer visited several countries and island in Indonesia like Japan, Singapore, Bali, Nusa Dua, Lombok, and etc. because of that the author has a dreams one day the writer want to make a resort in some of city in Indonesia and also because the writer love cooking the writer want to build an restaurant or café in Indonesia, and because of that the writer wants to learn about food and also about the resort. That's the reason the writer took Hotel operations program in Universitas Multimedia Nusantara as a collage.

The writer join the industrial placement for the requirement to graduate from Hotel operations program, the regulation of the industrial placement the writer free to choose the hotel for training program before the writer does the training program the writer learn and study about room division at semester 1, it is include training became front office staff and also the housekeeping staff. The writer learns about the manner and also the SOP. Because of this pandemic situation in Indonesia the writer can't take the industrial placement in hotel and the writer choose the UMN Dormitory for the industrial placement with reflection and some several reasons

First is the location, UMN dormitory location it is near from the Universitas Multimedia Nusantara and the writer house. UMN dormitory also near to the convenience store so it is very easy to buy food for breakfast or take a lunch, dormitory UMN is not far from the café so student can make assignment or take a break for several time with friends.

Second all the facility and the equipment are good and well maintained, every floor some pantries are provided by the dormitory management for the occupant. In the pantries there is some advantage equipment like microwave, portable stove and etc. on the 4th floor there is a bathroom area and that area provide also by dormitory management. In the dormitory there have 3 tower A, B, and C, in tower A all the guest are men and for tower B and tower C all the guest are women in each tower has their parking area in tower A, B, and C there have 3 parking area for car and for motorcycle there have 2 parking area behind the tower A and B. in tower C there are some laundry place for occupant to laundry their clothes and shoes.

Third, because the situation in Indonesia getting worse of this Covid-19 pandemic UMN and UMN dormitory working together to ensure all the Hotel Operations student can do an Industrial Placement. The dormitory is still one corporate with UMN so the student can get administration convenience. In dormitory as a industrial placement student need to know about the agreement like the working hour, regulation, the job desk, and etc.

B. Purpose

1. Student can improve their professional in problem solving.
2. Student can develop knowledge and skill in the housekeeping departments.
3. Student can learn about the SOP about cleaning.
4. Student can link and match knowledge from campus to real case in industry

C. Period and Procedure

1. Period

Duration for the training program is five month start from July 7, 2020, until November 30, 2020.

2. Procedure

- a. Practice writing a cover letter and do a mock interview with an advisor that been assigned as a business communication subject.
- b. Choosing a hotel for industrial placement based on the advisor's recommendation
- 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. Every trainee's assignment and activities are always recorded trough paper and CCTV footage.
- i. Preparing a training program report as required for next semester.
- j. Submitting the final training program report.
- k. Doing the presentation about the training program report

