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CHAPTER I

INTRODUCTION

A. Background

Being aspired to work in hospitality industry, the writer enrolled in Vocational High School majoring in food and beverages. At the moment, the writer is continuing her education at Universitas Multimedia Nusantara majoring in Hotel Operations Program. In this program, the writer learns that the hotel industry is engaged in services and which provides accommodations in lodging, food, beverage and various types of facilities, which can provide satisfaction to guests. This report covers the writer's Industrial Placement in semester three, which was in UMN Dormitory.

The writer chose to have Industrial Placement in the dormitory because currently there is a Covid-19 outbreak without vaccines yet. According to Kompas.com 2020 (Purnamasari and Yahya, 2020), there were a total of 45.891 cases of Covid-19 in Indonesia at the time of the first patient announcement in March 2020 until June 2020. With this condition, the government required the limitation of the people movement by applying PSBB and it resulted in the closures of many hotels and accommodation services. At the moment, UMN Dormitory is a safe place for conducting the Industrial Placement because of the low direct interaction with other people.

UMN Dormitory also has facilities like hotels in general. It has a lobby, rooms and corridors, a parking lot, pantry, canteen, basketball court, and laundry. It also has a management flow and working environment like in a hotel. It offers jobs like housekeeping and laundry.

UMN Dormitory is located not far from home. It can still be reached by private vehicles. With this advantage, the writer has less worry not to spend time in public transportation which gradually becomes the spread center of Covid -19 virus.

B. Purpose

The Industrial Placement Program is an obligation for all students at Universitas Multimedia Nusantara (UMN), including students at Hotel Operations Program. This is a compulsory subject for all students to register in UMN for graduation standards. The first purpose of Industrial Placement is to build a good relationship for the writer in the hospitality industry. The second purpose is that the Industrial Placement program gives the writer a new experience to work in a real hospitality industry. During the program, the writer can apply all the knowledge that has been learned and provided by the campus, train and develop skills, have new knowledge, improve work discipline, and practice initiatives during real work.

C. Period and Procedures

The writer undertook the first Industrial Placement program for six months in the third semester. It was conducted on 7 July 2020 to 23 October 2020. Before starting the program, the writer prepares to complete the prerequisites. First, the writer must complete the entire program in the first and second semester with the main requirements. Secondly, the writer must pass the Capability and Compliance Test from the Industrial Placement Coordinator. The test consists of a Knowledge Test and a Mock Interview. Then the writer must submit a CV, application letter, KM 1 and other supporting certificates. Academic's financial obligation must be settled. Finally, the writer must attend a training briefing from the Career Development Center on campus.

After the prerequisites were fulfilled, the Industrial Placement coordinator sent a Cover Letter and CV / Resume to the Dormitory Manager. After receiving an acceptance letter on July 3, 2020, the writer must sign the agreement and the parent's consent letter. UMN also held a briefing with the UMN HRD Manager, Hotel Operations Department Head, and all Industrial Placement advisors from the Hotel Operations Program.

The writer joined the Orientation Day on July 7 at Dormitory UMN Gading Serpong Tangerang which was held for 2 days, before starting the first day on July 9, 2020.