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# CHAPTER I

## INTRODUCTION

### A. Background

Hotel Operations is one of the majors in the Universitas Multimedia Nusantara, which is included in the faculty of business. The level of education to be achieved by the Hotel Operations major is D3. Hotel Operations itself has a vision to produce excellent students and produce professional graduates who are able to compete both nationally and internationally.

Hotel Operations also want to produce students who are able to develop themselves in the entrepreneurial field. Hotel Operations have a wide variety of subjects students will study. In semester 1 and semester 2 students will study compulsory subjects, namely Front Office and House Keeping or it can be called the Room Division. Not only studying Room Division courses, Hotel Operations also provides several courses that can complement student knowledge about the world of hospitality. And other subject such as professional English, French professional, hotel accounting and etc. One of the biggest selling points in the hospitality world is the rooms. This is why Front Office and Housekeeping courses are considered important for students who are new to hotel operations. Because these two divisions have a very close and inseparable relationship.

As well as the hotel operations department at the Universitas Multimedia Nusantara , it will carry out practical field work or internships 2 times. Which will be held in semester 3 and semester 6. In semester 3 students will carry out an internship which will be placed in Room division section, while in semester 6 students will be placed in the Food and Beverage section.

With this internship that has been held 2 times, students are expected to be able to directly practice the knowledge that has been learned in the world of work. And that way the knowledge that has been learned on campus will not be in vain.

The writer currently doing first internship while being a student of Hotel Operation's. In semester 3, the writer did an internship in the housekeeping division. In this year too faced with the corona virus. With the challenges that we have to face, this has an impact on the internship activities that have been previously prepared by the 2019 hotel operation students.

However, with the current pandemic, it has not made student supervisors at the Universitas Multimedia Nusantara and their staff lose their way of thinking about how the students of class 2019 keep up the learning procedure. With the option of doing an internship at Umn's Dormitory or having to implement a project. This makes it very easy for students to continue their academic years.

The first option is to carry out an internship at the dormitory in general, all students who choose to intern at Umn dormitory only have the opportunity to be placed in the Housekeeping department. As well as in the choice of project, students can carry out tasks to help campus lecturers in preparing everything related to the learning period for other hotel students.

The two options that have been provided by the lecturers have their respective advantages, it's just that it returns to students who have to choose well and according to their interests. Thus, in the midst of this pandemic, students can carry out internships while still carrying out the recommended health protocols.

## **B. Purpose**

With the placement of industrial placement. Students are expected to be able to directly apply all the knowledge they have gained during the learning period on campus in the real world of work. And also students are expected to develop the knowledge they already have. Not only that, with the existence of industrial placements, students understand how the real life of the working world is, so it can foster a professional spirit in students.

Industrial placement it does not only have objectives regarding learning in the hospitality sector. Industrial placement can also provide a way for students to find friendship to work relations. As well as industrial placement, it can also be a reference for lecturers in hotel operations to assess students regarding their ability to understand how far students understand the world of hospitality.

## **C. Period and Procedures**

The industrial placement schedule for batch 2019 is expected to be carried out from June to December 2020. However, with the current pandemic, the campus has finally postponed its industrial placement schedule from July 2020 to November 2020. In order to maintain the safety of students.

All information regarding this industrial placement has been conveyed by the lecturers since the students were in semester 1. And in the 1st and 2nd semester students began to learn how to make the correct CV, how to answer questions when being interviewed. Not only that, in February students collected documents regarding this internship.

Starting from collecting KM 1, KM 2, CV and Application Letters. As well as students have also conducted internal interview practice sessions with the supervisor. With this internal interview, it really helps students to think critically about the answers that must be given when conducting the actual interview. And not only that students also do a fit and proper test, this is so that the lecturer knows how deeply the students understand the department they have chosen.