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CHAPTER I

INTRODUCTION

A. Background

According to the UNWTO news, it is stated that in 2019 tourism has grown as a very profitable income. Naturally this would also call for such growth to be managed responsibly so as to best seize the opportunities tourism can generate for communities around the world (UNWTO, 2020). Naturally as a tourist, one would want to receive the best hospitality services possible.

According to AHA (American Hospitality Academy), hospitality is both a concept as well as an industry. Hospitality as a term would refer to the relationship between the host and the guests. It is also mentioned that hospitality industry is relied on many aspects around the world, starting from hotels, restaurants, amusement parks, and even shops. AHA also explains the importance of hospitality for not only it distinguishes one's business with the competitors, it would also boost the customer retention. (AHA, n.d.)

One of the hospitality industries available around the globe would be lodgings such as hotels, motels, inns, apartments, resorts, and even dormitories. As mentioned, such business would need to provide the best hospitality for the guests to gain their loyalty in hope for their return.

Due to the Coronavirus outbreak which happens globally and is still an ongoing problem, many tourism business are affected. This causes travelling and lodging businesses to close due to the lockdown to prevent more infections. (UNWTO, 2020)

With all that being said, the writer decides to enlist in the Industrial Placement Program at UMN Dormitories due to the global pandemic happening. The writer would also thought that enrolling the program would be beneficial due to how flexible the working hours. The writer also does not have to worry about having to interact with others due to how little the number of guests who are currently staying at the dormitories for the writer often get nervous when having to interact with strangers.

B. Purpose

1. To learn about the activities of a housekeeper in the Housekeeping Department of Universitas Multimedia Nusantara Dormitories.
2. To improve the skills regarding Housekeeping Operational works.
3. To learn more about housekeeping in general.

C. Period and Procedures

1. Industrial Placement Program Period.

Industrial Placement was carried out at Universitas Multimedia Nusantara Dormitories for five months starting from 7th July 2020 until 30th November 2020. The writer was placed to work as a housekeeper at the dormitory under the supervision of the senior staff of the Housekeeping Department.

2. Procedures of Industrial Placement Program.

Before undertaking the Industrial Placement Program, the writer participated in the programs provided by Universitas Multimedia Nusantara, which consists of:

- a. Exams.

The exam was meant to determine the student's abilities and knowledge regarding housekeeping as well as the front office which would also help the students decide which program would be taken for the Industrial Placement Program. The exam was done at building D third floor of Universitas Multimedia Nusantara.

- b. Administrations.

The writer submitted the Curriculum Vitae (CV) and application letter to the dormitory along with other students, and then the students would propose their KM-01 letter to the Head of Hotel Operations Department to be signed as to receive the KM-02 letter which would be submitted to the dormitory HRD.

- c. Admissions.

The students then given the schedule to visit Universitas Multimedia Nusantara to be given the knowledge about the housekeeping works to be done in the area, as well as to sign the contract stating that the individual had started the Industrial Placement Program at the dormitory.