



### **Hak cipta dan penggunaan kembali:**

Lisensi ini mengizinkan setiap orang untuk mengubah, memperbaiki, dan membuat ciptaan turunan bukan untuk kepentingan komersial, selama anda mencantumkan nama penulis dan melisensikan ciptaan turunan dengan syarat yang serupa dengan ciptaan asli.

### **Copyright and reuse:**

This license lets you remix, tweak, and build upon work non-commercially, as long as you credit the origin creator and license it on your new creations under the identical terms.

## **CHAPTER I**

### **INTRODUCTION**

#### **A. Background**

The hospitality industry is currently categorized as one of the largest industries in the world. In 2016, according to the minister of tourism, Mr. Arief Yahya, Indonesian tourism contributed US \$ 13.568 billion to the country's second source of foreign exchange. (chandra, 2017). Therefore, the writer is interested in working in the hospitality industry because the opportunities and job prospects are certainly very good and promising. To achieve that dream, then the writer joins the Hotel Operations Program, Universitas Multimedia Nusantara. In the third semester, the Hotel Operations held an industrial placement in the hotel. So, when the Hotel Operations Program asks the writer about which hotel will be chosen for the placement of the industry. Then the place chosen by the writer is the UMN's Dormitory. There are several reasons why the writers choose UMN's Dormitory as a place to do the industrial placement program.

First, the writer wants to gain working experience in the hospitality industry. By joining an industrial placement Program, the writer hopes to get a lot of working experience as a hotelier.

Second, dormitory UMN has a strategic location. The place is easily accessible, and is close to the Universitas Multimedia Nusantara. UMN Dormitory is also close to several places to eat, cafe, hospital and gas station.

Finally, because the situation does not allow for an Industrial Placement at the hotel. The situation of the COVID-19 pandemic has battered Indonesia's economy. A number of industrial sectors have also experienced losses due to the COVID-19 pandemic, including the tourism industry. The Indonesian Hotel and Restaurant Association (PHRI) noted that until April 2020, the total losses of the Indonesian tourism industry reached IDR 85.7 trillion. Thousands of hotels and restaurants have been forced to close. (Perwitasari, 2020). So, to help the writer who are going to have an industrial placement, the campus recommends that The writer do an industrial placement at the UMN's dormitory.

## **B. Purpose**

1. students can develop knowledge and skills in the Housekeeping Department.
2. Students can obtain experience at work in Hotel Industry during the Industrial Placement program.
3. students can link and match knowledge from campus to real work in the field.
4. Students can obtain more mental Industrial Placement while working in the hospitality industry.

## **C. Period and procedure**

### **1. Period**

Duration for the Industrial Placement program is four months, start from July 7<sup>th</sup> 2020 until October 23<sup>rd</sup> 2020.

### **2. Procedure**

To apply for this Industrial Placement program, the writer conducted several stages. Such as:

- a) First, the writer prepares several important forms such as Curriculum vitae (CV), cover letter, GPA score, and certificate certificates obtained by attending several seminars on the hospitality industry.
- b) After that, the writer conducted several tests, including the fit and proper test and the hotel knowledge test. To be able to pass the test, the minimum score that must be obtained is 80.
- c) After passing the test, the writer conducts an internal interview with a lecturer who is also an advisor in the Industrial Placement program.
- d) Choosing a hotel as an internship was discussed with the advisor. Due to the COVID-19 pandemic, almost all hotels were closed, so the writers agreed to do an internship at the dormitory.
- e) Collect KM 1 containing the permission of the Head of the Hotel Operations Program to apply at the dormitory.
- f) Before the Industrial Placement begins, the writer is given an Industrial Placement briefing provided by the hotel operations program and also the campus.
- g) The writer must joined orientation program conducted by the hotel
- h) The writer must made Industrial Placement report.

- i) The writer must completed KM4 and KM 5 during Industrial Placement Program.
- j) After industrial placement program is done, The writer must ask to the hotel. to completed KM6 to assessment the writer work.
- k) The writer must completed KM7.
- l) The writer completed the report in accordance with the guidance book.
- m) The writer submitted the report to my UMN.
- n) The writer attended the Industrial Placement assessment.