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CHAPTER I

INTRODUCTION

A. Background

Hotel is one of the places the writer needs while on vacation somewhere. The writer also feels comfortable and happy to be welcomed by the staff who work at the hotel, because all staff provide satisfying services. The writer decided to continue her education at Hotel Operations Universitas Multimedia Nusantara, and wanted to have a lot of knowledge in the field of hospitality. At Hotel Operations, Universitas Multimedia Nusantara has two internships in semesters three and six, which is one of the requirements for graduation. In the third semester, the writer did industrial placement at UMN Dormitory, as a housekeeper. The following are some of the reasons the writer chose to do Industrial Placement at UMN Dormitory.

UMN Dormitory is one of the facilities owned by Universitas Multimedia Nusantara for students who come from outside Tangerang. UMN Dormitory also has facilities that are owned by hotels in general, namely a lobby, corridor, parking area, pantry, canteen, and basketball court. UMN Dormitory also has operational standards like in hotels, and has several departments, one of which has a housekeeping department. The distance between UMN Dormitory is not far from the writer's house, and didn't have to be afraid of physical contact with many people in this pandemic situation.

B. Purpose

This internship program aims to increase students' knowledge and experience in the world of work and make students trained in facing and overcoming problems that might arise when dealing directly in the world of work. The existence of real problems encountered by students while at the internship location is one way to improve the quality of students.

C. Period and Procedures

The period of industrial placement is started from 7 July 2020 until 23 October 2020. The internship is carried out by all hospitality students and approved by the campus as one of the requirements for graduation, an internship at a predetermined hotel and an internship will be held for six months, but in UMN Dormitory the writer has completed Industrial Placement for four months.

The procedure is divided into two internal and external Internally we become a number of processes on campus before undergoing.

a. Internal

The writer must complete first and second semester in Hotel Operations Universitas Multimedia Nusantara, processes on campus before Industrial Placement the writer does create a CV, mock interview with Coordinator Industrial Placement. Then the writer must submit a CV, application letter, KM-1 and other supporting certificates.

b. External

The writer got an email for internship acceptance at UMN Dormitory. Send an email to the Dormitory, namely HRD UMN. July 3, 2020 received a reply letter containing an internship. Fill out the agreement letter and apprenticeship approval letter. 7 July 2020 started the first day of internship for briefings, introduction from UMN Dormitory Manager and Hotel Operation lecturers.