

# CHAPTER I

## INTRODUCTION

### A. Background

As the world is going through globalization, each and every field in the business industry takes a step forward. This big step of changes also includes the whole tourism and hospitality industry. Every year, the demand for tourism will always have an improvement in numbers. Here in Indonesia, the tourism industry becomes the main national income because of the high demand that was created by the industry itself. According to Kompas.com, until the year 2019, Indonesia was in the 40<sup>th</sup> place in the worldwide competitiveness index of tourism. But sadly, the head-in-the-clouds moment had to end as the world had to go through a sudden change due to the virus outbreak that happened later in early 2020.

The global pandemic caused the whole world to go on a lockdown. This lockdown situation forced all business to stop abruptly as human interactions are minimalized to make sure that the virus will not spread. Hospitality and tourism industry itself puts service forward. So with the fact that human interaction has to be minimalized, the industry was slowly deteriorating. Businesses were slowly losing their customers, their staff and some even went out of business.

Even though the situation is currently not in the normal state and even if there are a lot of changes that were made to adapt to the new situation, this culture of service should not stop. Since the writer is a part of the 2020's hospitality student, the writer still did not have the experience of working in the industry. Therefore, through the program that the campus is offering, the writer would still like to take the chance to do industrial placement in the chosen hotel.

## **B. Purpose**

The writer has completed studying about the theoretical knowledge in the campus after passing 2 semesters of online classes and lectures. Even though there were also practical classes, it is not quite vivid enough to describe how the real industry works. Therefore, to visualize the theory that the writer has been learning for 2 semesters, the writer decides to join the industrial placement program in the hotel.

In joining the industrial placement program, the writer not only expects to accomplish campus' obligations but also learning the best out of the 6 months that is given. In the time given, the writer is keen to learn more about how the industry works. Starting from the job description according to the job that is given, the system that is used in the industry as well as how the communications work in the industry. In learning through real time experience, the writer hopes to understand even further about how the operation works in a hotel.

## **C. Period and Procedures**

In order to do the industrial placement, the writer has to go through some stages before applying to the chosen hotel. After having one whole semester learning new things, the new semester opened with a lot of socialization and new information about how and what industrial placement is going to be like. After the socializations, the writer prepared for the mock up interview by making a CV and letter. In early April, the writer had a mock interview with the writer's supervisor for the last briefing before the real interview.

The interview period began in late april when the writer finally got a call from Mandarin Oriental Jakarta to have an online interview through google teams. From the first interview, the writer had the opportunity to continue to the next interview with the head department. Finally, the writer was called for the last interview and that was the first live interview.

Luckily, the writer was given the opportunity to finally be recruited by Mandarin Oriental Jakarta. The writer then went through several steps before finally starting the internship period such as medical check up, document completing and also fitting for the

uniform. The industrial placement itself then lasted for 6 months. The writer's period started on the 12th of July 2021 and ends on 11th of January 2022.