

# CHAPTER I

## INTRODUCTION

### A. Background

Hotel is a business that provides lodging services, as well as food and beverage and other service facilities that are managed for the general public (Sihite, 2002). Hotel is one of the tourism supporting destinations that prioritizes friendliness and attitude at work. Attitude at work is very important, especially in the field of work that sells services or directly serves the community (Sulistyawati, 2017). Employees must have a friendly, polite, and insightful attitude, because guests who visit hotels have different characters and desires from various regions and countries in the world.

In Universitas Multimedia Nusantara as well, the writer is trained to be friendly, polite and have good manner and attitude because of the nature of hospitality. To enhance these soft skills, the Hotel Operations Program also has Industrial Placement program for two semesters so that the students can improve and be ready for the real hotel industry. Industrial Place Program also becomes one of requirements in order to graduate from the Hotel Operations Program. An Industrial Placement program is very useful for the writer to add more experience during college which can be a provision when entering the world of work late. In Industrial Placement program, the writer can study other fields to find out what the writer really likes and is less interested in. Industrial Placement program is a form of introduction to the world of work. The reason is the writer will have a greater chance of being accepted to work at the company because the writer already has previous work experience. So, when the writer has been interned at a company of this type, it will increase the writer chances of being accepted in other places.

The Covid-19 pandemic caused the writer to do the Industrial Placement program in Samarinda. The writer chose Mercure Hotel Samarinda because it has several factors. The first one is the fact that

Mercure Hotel Samarinda is the first hotel under Accor Hotel. As the writer knows, Accor Hotel is one of the biggest international chain hotels in the world. By having training in this hotel under the management of Accor Hotel, the writer hopes to experience what it is like to work under big and establish management. Second, this hotel has quite complete facilities and it is a four-star hotel. As a four-star hotel, the writer can see clear organization structure with clear job descriptions along with each position. With clear job description, it will help the writer to understand more about the job and to perform the standard operation with the best capabilities.

Third, this hotel has a high reputation in public even though it has only been running for two years. In Samarinda, many meetings and events are held in this hotel. Mercure Hotel Samarinda also is the first one hotel in Samarinda that has barbeque night beside the pool every weekend. Finally, the writer hopes to be able to complete the Industrial Placement without problems and gain knowledge as well as experience as much as possible.

## **B. Purpose**

In connection with the Industrial Placement program held by the Universitas Multimedia Nusantara major Hotel Operations Program, the writer takes this opportunity to:

1. Fill the graduation requirements and complete a semester 3 at the hotel operations program major in Multimedia Nusantara University,
2. Prepare self for the world of work.
3. Know how the hospitality industry works.
4. Add new experiences.
5. Train to be better in mentality, discipline, and time management.

## **C. Period and Procedures**

The writer has to do the mock-up interview with the lecturers and Fit & Proper test to determine whether the writer can do the Industrial Placement at the Front Office Department or not. Because of this Covid-19 pandemic, the

writer got three choices for Industrial Placement, which are in a hotel, dormitory, or making a video learning project. On this occasion, the writer chose to be in a hotel. The writer made a CV and Cover Letter, and then the writer had to send it to the lecturers to be checked. After the CV and Cover Letter has been approved by the lecturer, they will be sent to the HRD of Mercure Hotel Samarinda. Then the writer has to wait for a reply from the hotel regarding the Industrial Placement program interview with the hotel. After the writer was interviewed by HRD, the HR directly accepted and hired the writer. The writer then has to wait for the formal acceptance letter to inform the campus that the writer is formally accepted to have an Industrial Placement in Mercure Hotel Samarinda. While waiting, the writer was assigned to do Covid-19 swabs test. However, since the writer had done the Covid 19 vaccination, the writer was exempted to not do the Covid-19 test. On the very first day of the work, the writer was taken around the hotel for a hotel orientation to introduce the facilities. After a month of working, the writer was also assigned to have training. The training covers about the hotel product and knowledge.