

CHAPTER 1

INTRODUCTION

A. Background

Tourism is one of the most important sectors to help boost Indonesia's foreign exchange. In 2019, tourism was able to become the highest foreign exchange earner in Indonesia after defeating oil and gas by contributing foreign exchange value reaching more than USD19.2 billion by boosting tourist visits by maximizing the potential of New Bali destinations. One of the reasons that makes tourism able to boost the country's foreign exchange is because the resources needed to develop tourism are in the country (Gewati, 2020). Another factor that participates in helping tourism in the increase in foreign exchange is the number of tourists visiting Indonesia. The number of tourists will affect the amount of foreign exchange that will be given to the country.

In Universitas Multimedia Nusantara as well, the writer is trained to be friendly, polite and have good manners and attitude because of the nature of hospitality. To enhance these soft skills, the Hotel Operations Program also has an Industrial Placement program for two semesters so that the students can improve and be ready for the real hotel industry. The 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. so that the author can know the world of work in hospitality, in order to prepare mentally or physically in the world of hospitality. The writer chose to have the Industrial Placement program at Ritz-Carlton Pacific Place Jakarta. There are three reasons why the writer chooses Ritz-Carlton Pacific Place Jakarta as a place for developing skills and knowledge.

But in early 2020 there was a pandemic that was the Covid-19 pandemic that hit all parts of the world that caused the fall of the world tourism industry activities. Former Minister of Tourism and Creative Economy (KEMenParekraf) Wishnutama said that tourism is the sector most affected by the coronavirus pandemic or covid-19 because the number of tourists visiting Indonesia is not only reduced but almost nothing at all.

Hotels as one of the companies affected by the economic sector during PSBB activities in Jakarta suffered considerable losses. The implementation of health protocols in hotels should be done well by employees and hotel visitors to minimize the spread of covid-19 in hotels.

The first reason was because Ritz-Carlton Pacific Place Jakarta is a five-star hotel that has a great reputation. The second, the writer will get more knowledge from the hotel after doing Industrial Placement activities and the writer also wants to know what jobs are done in the Housekeeping department. The third writer wants to know more about how it feels to work in the Housekeeping department.

B. Purpose

Industrial placement is a practical work program that should be able to be done during the 6 month period. On the other hand, the placement of this industry has a purpose that will be very useful for writers. Industrial placement is used as one of the graduation requirements at multimedia nusantara universities. In the second internship placement can be done in the food production, pastry & bakery, and food and beverage service. All hospitality students of multimedia nusantara university are required to pass this program because the results are used as a sixth semester GPA value. If the value of the industry placement is below the set standard, the author must repeat the placement of the industry again.

Authors are given six months to undertake an industry placement. With six months' time the author will find out how the system works in the actual hotel compared to studying on campus. With a fairly short time the author can gain enough experience. The author will feel the difference made during the placement of the industry with learning done online as done in one year ago (semester one and semester two). The author will go head-to-head with guests, co-workers and various issues during the industry placement at the hotel. Upon completion of the six-month industrial placement, the author will be able to understand the day-to-day operations of housekeeping. It also helps writers to choose a future career after graduation.

Writers will get the opportunity to learn to feel like a staffer at the hotel and observe the surrounding work environment. The author will gain learning from seniors at the hotel according to the chosen field. The seniors, supervisors and staff will evaluate the skills and competencies of the author then provide an assessment to the author or critical input that the author can use for author improvement. The author aims to bring a wealth of knowledge and opportunities from the hotel during an industry placement and add co-workers and establish good relationships with others who will be very helpful in the future.

C. Period and Production

Since this is the first industrial placement, the author has no difficulty during the industrial placement process. From document preparation to hotel search, the author can get through it smoothly. For students of the Hotel Operations program, this program must be followed by students twice, namely in the third and sixth semesters.

The first stage that the author must take before starting an Industry Placement is an interview. The author was interviewed on May 20, 2021 by Ms. Cleosa as a trainee of The Ritz Carlton Pacific Place Hotel Jakarta. The author came directly to the Ritz-Carlton hotel to do an interview, the author used neat hotel attire. The author was asked a question in English about the author's insights in the hotel industry, particularly in the house keeping section. After all the questions are answered, HRD asks the author to wait a while outdoors. After a few minutes, hrd came out and confirmed that the author was immediately received and immediately gave a medical check-up letter with a deadline given for 2 weeks. After the author performs a medical checkup, the results of the medical checkup will be sent directly to the Ritz-Carlton Hotel, then the author waits for an email for further information. An email was sent about a week later containing the terms and date information and the clothes to be used on the first day.