

CHAPTER I

INTRODUCTION

A. Background

Universitas Multimedia Nusantara debuted Hotel Operations on 2017 as one of majors for students to choose from. Hotel Operations is under the faculty of business which gives a chance to student for learn about hospitality and business in general. For the students who choose the Hotel Operations program they have to finish six semesters, in the first two semesters they learn about Housekeeping and Front Office departments, for the third semester they will doing the industrial placement program at the hotel for the Housekeeping and Front Office division. The fourth and fifth semesters they will learn about Service and Culinary departments, they have to choose one of the departments for them to do at the final industrial placement for sixth semester. The writer joined the Industrial Placement Program on January until July 2022, on February the writer got postponed because COVID-19, on April 2022 the writer joined the Industrial Placement Program until July 2022 because it is required for the graduation of Hotel Operations in Multimedia Nusantara University.

In this second industrial placement, the writer chose to do an industrial placement in Food and Beverage Services. The writer wants to have enough knowledge, experience, and skills that can be applied in the future because the writer wants to be a bartender. To achieve that, the writer applied as a trainee in Swissotel Jakarta PIK Avenue. The hotel was chosen because the location is strategic in Jakarta area. On the other hand, this hotel is located in a strategic location in the middle of the city and sea surrounded by shopping centers and offices to facilitate the writer mobility in supporting daily life.

Industrial placement program can help many students from Hotel Operations because giving opportunity and work on experience, an industrial placement can give anyone a real insight in tothe world of work which they can apply the theory and learned at the university to the workplace. The writer got the chance to do the industrial placement program at Swissotel Jakarta PIK Avenue in three different places. First is the restaurant, called Chinese National, the second one is Banquet and the third is pool bar called Summer at The Pool.

Since the writer started the industrial placement in January, all of existing hotels were trying their best to recovered from the COVID-19 pandemic because the economy in Indonesia decreased massively since 2021 until 2022. Many hotel employees were fired for reasons of the Indonesian economy, but the writer not get fired because the writer have a good motivation for the industrial placement program. The writer always arrived on time, work until overtime, work hard without complaining and blaming the team.

Since the COVID-19 pandemic the hotel is very difficult to receive guests, because many guests are afraid to holiday and got contaminated COVID-19, as time goes by has entered the endemic of COVID-19 many hotels got recovered starting from the arrival of the guests, restaurants and bars were opened, one of them is the Swissotel Jakarta PIK Avenue, which never closed since beginning of the pandemic until the endemic. Swissotel Jakarta PIK Avenue is collaborating with the Jakarta government to become one of the hotels in the Jakarta area that has been listed as a quarantine place for Covid patients. Since it becomes a quarantined place, Swissotel Jakarta PIK Avenue is following strict government health protocols, such as providing equipment and facilities for guests to check the body temperature as well as providing masks and hand sanitizers.

B. Purpose

The writer decided to go through an industrial placement because the writer would like to get more to know of Hospitality and Tourism industry. The purpose of going through the industrial placement are:

1. Having more experience of working in the hotel world starting from serving the guest, handling guest complain, escort the guest to the destination, table manner, setting up brunch, setting up ala carte, setting up dinner, cleaning up glass, cutleries, and plate, up selling hotel products (Accor plus membership), making drinks (cocktail, mocktail, juice, coffee, and tea), using micros for the cashier, input payment for the guest (in-room charge, EDC, and cash), taking order, taking out order, bashing, using tray and trolley, setting up the stage for the guest wedding, and the writer became the runner for the guest wedding.
2. Focusing the writer skill in Food and Beverages service, the writer interested in Bar so the writer focusing the skill in drinks, especially making drinks (cocktail, mocktail, coffee, tea, and juice), the writer learned many things from the bartender manager, starting from the cocktail. Cocktail base using alcohol, many types of alcohol such as, beer, wine, liquid, rum, vodka, gin, single-malt, tequila, and etc. Mocktail base using fresh juices and syrups, coffee base using coffee beans and the writing grinding the beans using coffee machines, the writer also learned about latte art starting from, tulip, love, and swan. Making tea using hot water and fermented tea powder for fifteen minutes because the tea powder must be seeps in to the water so it has a warm and fragrant taste.

3. Act as professional and adapt in the hotel industry for example like handling guest complain, even though it is not the writer fault or the writer team fault but the writer still must be humble and handling the guest without emotions, must be able to smile and be friendly, pay respect to staffs, supervisors, and managers by hard working without complaining, loyal to the hotel, and arrive at the work on time.

C. Period and Procedures

The industrial placement program has been held in Swissotel Jakarta PIK Avenue around six months starting from 23rd January 2022 until 23rd July 2022. There are three shifts at the Swissotel Jakarta PIK Avenue, which are morning shift, middle shift, and midnight shift with five working days and two days off. Below are the process and procedures to be able to do industrial placement at Swissotel Jakarta PIK Avenue:

- a. The student who did the industrial placement has to prepare cover letter, curriculum vitae, GPA, and certificate from the university to the hospitality industry.
- b. The student must fill the form KM1-KM8 and the KM forms will be submitted on industrial placement report.
- c. The student has to do the medical checkup such as rectal swab, PCR or antigen swab before doing the industrial placement.
- d. After all the process done, the student can do the industrial placement program in Swissotel Jakarta PIK Avenue.
- e. The writer got postponed from the hotels from end of January to end of April, the writer started the industrial placement program on 25th April 2022 until 23rd July 2022.
- f. The student must give attendance using fingerprints and absent form in order to record the attendance lists.