

# CHAPTER I

## INTRODUCTION

### A. Background

An Industrial Placement at Universitas Multimedia Nusantara requires a teaching and learning process that is done through direct industry practice that adds more skills, knowledge, insight, work methods, and procedures for students to enter the real work world. Therefore, the students won't just graduate with theoretical knowledge but also with practical knowledge that hopefully will be useful to the students in the near future.

According to the Curriculum Hotel Operations Program of Universitas Multimedia Nusantara. Internship program requires 6 months of training and conducts the program twice in the third semester and the sixth semester. In the third semester, students must choose the job from Room Division, and in the sixth-semester students must choose the job from Food and Beverage, students can be able to choose where they want to hold the program at a Café, Restaurant, and Hotel.

The making of Industrial Placement report is made to complete the requirements of the program and to complete the Internship program that the writer choose at Sheraton Grand Jakarta in Pastry Department. The reason why the writer choose Sheraton because to deepen knowledge about the systems owned by international 5-star hotel, Sheraton is very known for its restaurants especially the desserts which is a good opportunity for the writer to learn about pastry and be able to learn how to deal with guests directly. This hotel also has strong teamwork with other departments.

## **B. Purpose**

The purpose of the Industrial Placement Program is:

- a) To gain experience from the real world of working to add knowledge for the near future.
- b) To learn more from the workplace about the department that has been chosen.
- c) Practice the things that have been learned from the University.
- d) To see and know about the facilities provided by the workplace.
- e) One of the requirements from the Hotel Operations Program in order to finish the curriculum course.

## **C. Period and Procedures**

The beginning of the program started when the writer receive info about the IP at Sheraton Grand Jakarta from a family member, the writer was very interested in doing the internship program at the hotel because it always receive good reviews, the hotel held a lot of wedding, meeting and other events. The writer got a call from the human resource department two weeks after applying and got another call from the pastry chef before sending the CV, cover letter, and application letter, the writer submit a form of KM-1 to the Hotel Operations Program Admin to be signed and approved by the Head of Hotel operations program later that the writer receives the KM-2 which is the cover letter that is given by the IP coordinator and after acceptance, the writer filled in KM-3.

The writer got accepted at the hotel one week after the interview and signed a contract that the internship is going to be held for 6 months of training starting from 3<sup>rd</sup> January 2022 till 3<sup>rd</sup> July 2022 with 10 hours of work including 1 hour of break and an attachment to complete medical check-up for physical, eye color checking, x-ray thorax, full blood test, HBsAg, Full urine and rectal swab. During the Industrial Placement, the writer must fill in KM-4 which is a daily, and KM-5 weekly activity. The writer also has to complete the advisory form and be approved by the IP advisor. The IP coordinator appoints the students for monitoring with the IP advisor in the hotel with a scheduled date given. IP advisor will fill in the KM-8 form about the work that the students did by interviewing the staff/supervisor in charge.

After the industrial placement, the writer must submit the IP report and must ask the supervisor to complete the KM-6 form in order to know about the students work throughout 6 months of training and it must be sent directly to the IP coordinator with a sealed envelope. The writer must complete the KM-7 form which is an approval form for the IP report by the IP coordinator, IP advisor, and the supervisor at the hotel. The writer must do a presentation and at the end of the program, the hotel will give certification to those who has completed the Industrial Placement Program.