

CHAPTER I

INTRODUCTION

A. Background

In order to complete the requirement of Universitas Multimedia Nusantara, students have to complete industrial placements. Just like its name, according to Safeera Sarjoo (2022) industrial placement is a period of work experience that lasts for around 6 months up to 12 months. Industrial placement is where students would go to work instead of going to classes and learn practical skills that are relevant to the chosen major. And in Universitas Multimedia Nusantara, the writer is taking Hotel Operations.

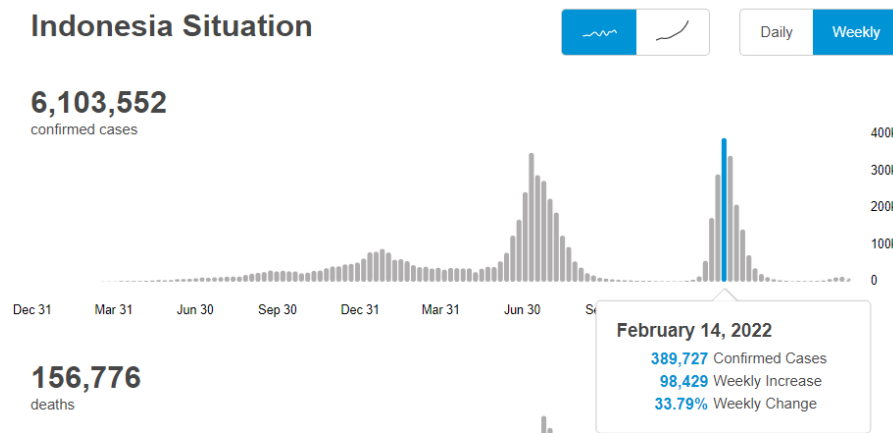
S. M. Vaezi-Nejad (2008) stated that by having industrial placement programs, it helps to facilitate the skill development of the students in the subject that the student take. It helps with common, transferable, technical, and interpersonal skill. In addition to that, it also helps the student to train in the specialized field that the student has chosen. Industrial placement could develop both practical and communication skill of the student. In Universitas Multimedia Nusantara, the writer has to join the Industrial Placement Program as it is mandatory and has to be done for 6 months for both semester 3 and semester 6.

For this industrial placement, the writer has chosen Mercure Tangerang BSD City in the kitchen department, specifically in pastry for the program in order to expand the writer's knowledge and skill on pastry

Mercure Tangerang BSD City has been chosen by TripAdvisor's Traveler's Choice for 2022. Therefore, the quality of the hotel is guaranteed. In addition to that, during the pandemic, Mercure Tangerang BSD have been doing COVID-19 protocols such as self-distancing, taking temperature daily, providing sanitizing gel in public places, and a mandatory mask uses except during meals. For the staffs, a weekly Antigen tests are conducted every Friday to make sure the workplace is safe from COVID-19.

Mercure Tangerang BSD City also does not differentiate between the worker and the trainee as the trainee will be given the same number of responsibilities that needed to be done in limited time. Therefore, it gives the student lessons to improve time management skill, team working skill and communication skill. By choosing, Mercure Tangerang BSD City, the writer would get new opportunities to work in other international chain hotels and restaurants.

The writer had to go through a 6 months period of industrial placements during the pandemic. And according to Agustina. I. T et al (2021), the researcher collected data and made a comparison between Asia and other continents and it is shown that the rate of hotel occupancy in Asia had dropped by 57% and up to 63 million employees lose their job. Most of it is affected by the travel ban that is implemented to most countries by the government. According to the statistics of World Health Organization, from January 2022 up to March 2022 were the months where COVID -19 peaked in Indonesia, therefore, there were some staffs in Mercure that got COVID 19 and at one point, the writer themselves caught it too.



Figures 1.1 Covid Statistic in Indonesia 2022

B. Purpose

Industrial Placement is a mandatory program in Universitas Multimedia Nusantara that students have to do for 6 months. It is to prepare the students for work environment and experience. However, the students would also apply each

knowledge and skills that has been learned in university. The writer learns how to do the responsibilities and work that are given within the time limit while producing great quality food. In addition to that, the writer would be able to learn on how to adapt on new environments and to new people, and open up to new connections and network that could help with work opportunities for the writer's career in the future.

Industrial placements help the writer to widen networks in order to get more work opportunity. In addition to that, it also gives the writer to adjust easily in working life and working atmosphere. It provides a head start for the writer on work experiences before acquiring the job. Having experience that can be written on CVs could also lead to a higher chance of getting accepted in other work places easily

In addition to that, according to Inceoglu (2018) industrial placement offers student to try out to work and learn new knowledge in social context with information based on feedback and comparisons from others. It is done to widen the students of social self-categorization in order to adapt to the new experiences that the students have to go through to the industrial placement. It is also to gain knowledge and change for the student's future career.

C. Period and Procedures

Before doing the Industrial Placement, there are requirements to be completed before the writer could start the industrial placement.

1. The writer has to prepare documents such as cover letter, CV, GPAs, and the writer's achievements. It has then to be sent to the Human Resources Department email and to be printed to be able to be given during the interview day
2. In order to answer questions about the hotel during the interview, it is also important to study more about the hotel and find more detailed information if possible.
3. The writer then has to do PCR Covid test due to the fact that the industrial placement was done during the pandemic and also medical check-up
4. During the interview day, the writer has to be brought all the printed documents required and also a properly groomed appearance with the university uniform. The writer then would have to wait to be called for the interview.

5. There are 2 sessions of the interview which are, the writer would be interviewed first by the Human Resources Department, then the Executive Sous Chef.
6. After the writer has been accepted, the writer has to go through a 1 orientation day that consist of getting to know the basics and the history of the hotel, getting to know the Head of Departments, and Rules. The writer then would have a tour around the kitchen and the rest of the hotel rooms.