

CHAPTER I

INTRODUCTION

1.1 Background

The hospitality and tourism sector significantly contributes to the expansion of the economy and the overall gross-domestic-product (GDP) (Zaini et al.,2020). According to WTO (1993), tourism refers to the activity of individuals travelling to and staying in places outside their usual environment for variety of purposes such as leisure and business and it includes diverse range of experiences from sightseeing to adventure tourism. On the other hand, hospitality industry provides service to those individuals looking for a place to stay, a place of comfort and satisfaction. As times goes by, there are different levels of hospitality industry starting from the very basic to the most luxury. There are lots of sectors in hospitality industry, which includes accommodations, food and beverage, transportation, and various recreational and entertainment activities.

However, it has been 3 years since the first COVID-19 cases were discovered in Indonesia and the global impact of the COVID-19 has been particularly devastating for numerous countries, with the hospitality industry emerging as a crucial sector that has suffered immensely in the affected regions (Choirisa, 2022). A lot has been going on in the hospitality industry in that period. During the first year of COVID-19, the hospitality industry was at its worst (Pranindyasari et al., 2023). According to the Indonesian Hotel and Restaurant Association (PHRI), there are over 2000 hotels that were permanently closed due to the COVID-19 pandemic. But after the government easing the restrictions, the hospitality and tourism industry is starting to revive again. The pandemic has opened the eyes of the hospitality industry and has forced them to adapt quickly to new situations and problems.

Right now, the hospitality and tourism industry are still healing, but they are showing sky rocket improvements. The occupancy rate has increased by up to 50%, which is a sign of optimism but we must not become complacent (Chaniago, 2023).

The hotel occupancy rate increased up to 50% means that the hospitality industry is starting to get normal soon. On 15 November 2022, Indonesia got the chance to be the host of G20, which is held in Bali. There are 19 countries representatives that joined G20 in Bali, which made the hotel occupancy in Nusa Dua, Bali increase by 70% (Simangunsong, 2022). Post COVID-19 pandemic, hotels have managed to adapt with the changing market conditions by having digital transformation in their system to increase efficiency, improved guest experiences and more personalized service (Antonio & Rita, 2021). Such examples of the technology implementation are contactless check-in and check-out and in-rooms tablets. Ever since vaccination existed, international and national flight was opened, the hospitality industry is running back on its track with prove from star hotel occupancy rate on September 2023 reached an average of 53.02%, which increased 3% more than last year (Kemenparekraf, 2023). This indicate that the tourism and hospitality industry will always be needed by many people, which can offer various benefits for internship students that makes them able to learn about industry that is undergoing massive changes and able to experience working situation just like the day before COVID-19.

The improvements in the tourism and hospitality industry since COVID-19 makes it crucial for students to consider having internships, particularly in hotels. Hotels has experienced positive changes and remarkable growth, making internships a valuable opportunity for students. Internship can give students real-life experience such as handling customer and critical thinking that books are not able to give. By having an internship at hotel industry, students can see and experience how the industry works. With the industry expanding each year, doing an internship at hotel can be a future investment that gives students a head starts for an awaiting journey.

1.2 Purpose

The purpose of this Internship Program is to get a real experience of the working environment. The writer is expected to be able to implement her learning in the past 4 semesters in the professional field. The Internship Program will also

help the writer to build strong knowledge about the industry and mentally prepare herself for a future career in the hospitality industry. With this Internship Program, the writer was able to:

a. Acquire new competencies

Internship Program helps the writer to acquire new competencies while doing her internship program at the hotel. With the help of the hotel staff, the writer was able to gain new knowledge and skills that are required in the professional working field.

b. Develop stronger interpersonal competencies

To work effectively in the kitchen, speed is highly needed and the writer was able to develop her speed during the internship. Not only speed, the writer was able to develop her communication and collaboration skills due to the working environment.

c. Gain new connections

The writer was able to gain new connections during her internship program due to the amount of people with different backgrounds and interests. But, the most important part is that the writer gets to build connections and network with people that have the same interest in the field. Building networks and connections is important since they are highly needed for working opportunities in the future.

d. Handle working under pressure

By having an internship program, the writer was able to experience real-life working experience. With the environment that is extremely different, the writer was able to learn how to handle real-life working situations such as working under pressure. Those situations can help the writer be stronger mentally and improve working flow.

1.3 Period and Procedures

The Internship Program is mandatory for all Hotel Operations students once they reach fifth semester and one of the requirements for graduations. The Internship Program occurs for 6 months, starting from 3rd July 2023 – 2nd January 2024 with a minimum of 800 working hours or 100 working days. For this year the writer can choose any department for the internship program, thus the writer chose to do kitchen department

Before doing Internship Program, the writer should be an active student, have minimum 75 SKS done and have a minimum of 2.75 GPA. If all the requirements are met, the writer needs to attend Internship briefing that is provided by the campus. The purpose of this briefing is so that the writer can understand the procedures needed before and after the Internship Program. After the briefing, the writer can proceed to look for hotels for the Internship Program. With knowledge on how to make a CV, how to do well in an interview and other courses related to the Internship Program, the writer was able to do well in preparing her Internship Program. Below is the process of taking the Internship Program:

1. Writer must make KM 1 which has information about where the writer wants to have Internship at and the department. KM 1 needs to be submitted to Hotel Operations admin for KM 2 to be made and signed by Head of Hotel Operations Program which can take 1-2 working days.
2. After receiving KM 2, the writer sends it to the hotel of choice along with Cover Letter, CV, GPA, and Supported Certificates by email.
3. The writer sent the application to the hotel on April 29th 2023 and received feedback from the hotel on May 2nd 2023 to make an introduction video as the beginning of the recruitment process.
4. The writer proceeded to send the introduction video on May 4th 2023 and receive the first interview scheduled on May 9th 2023 with the Human Resource Department by Google Meet.
5. After the first interview, the writer got informed a day later that she passed the interview and will be doing her second interview on May 11th 2023 with the user which is the Executive Sous Chef.

6. On the same day as the interview, the writer receives an acceptance letter from the hotel. As part of the acceptance letter, the writer needs to do medical checkup, rectal swab, make a bank account, submit a photo in 2x3 size with a white background and submit insurance or BPJS that should be submitted on June 4th 2023.
7. After submitting the documents that are needed, the writer just needs to wait for the orientation day on July 3rd 2023. The orientation took 3 days, starting from July 3rd 2023 to July 5th 2023.
8. The first two days of the orientation talks about the hotel history, vision and mission, hotel facilities, Kempinski's DNA, product knowledge, safety and security, cleanliness and hygiene, grooming standard, code of conduct for trainee, and some more general about the hotel. On the third day of orientation, the writer was finally assigned to her outlets that is chosen by the Head Chef. The writer was designated to Paulaner Bräuhaus Restaurant which serves an authentic Germany food and beer and will not be changing outlets for six months unless the writer wishes to change outlets with a minimum three months experience at the current outlet.
9. While doing the internship, the writer also prepares her Internship Program Report with guidance from advisor for any revision.
10. On 18th October 2023, the writer had monitoring from Ms. Yoanita Alexandra, S.E, B.A, M.Par and HR department at 3 PM, Hotel Indonesia Kempinski Jakarta.
11. The writer submits the Internship Report and prepare for presentation.