

# CHAPTER I

## INTRODUCTION

### 1.1 Background

A hotel is a managed building that provides short-term accommodation for guests in exchange for payment (Putri, 2019). Nowadays, hotels are not just for lodging, as they offer a variety of facilities. Typically, hotels will have restaurants so that guests do not need to leave the hotel premises for meals and drinks. Additionally, hotels are categorized based on stars, ranging from 1-star to 5-star establishments. These star ratings differentiate hotels based on the number of rooms, facilities, and accommodations they provide (Yohannes, 2020). With the passage of time, hotels have evolved beyond being mere places to stay; they have become venues for various activities for guests (Lawson, 1976). On average, 5-star hotels offer facilities such as restaurants, bars, swimming pools, ballrooms, and meeting rooms. Some hotels even provide amenities like gyms, spas, hair salons, recreational areas, and more. This allows guests to engage in activities within the hotel premises. These facilities can attract customers to stay at the hotel and make guests feel more comfortable extending their stay.

The coronavirus pandemic that has struck Indonesia since 2020 has caused a decline in the hospitality business. This is due to government policies urging people to avoid leaving their homes for non-essential reasons (Azanella, 2020). Consequently, not many Indonesians are undertaking tourism or business trips. To curb the spread of the coronavirus, most hotels have prioritized the safety and security of their guests by implementing health protocols (CNN Indonesia, 2021). To survive the pandemic crisis, some hotels have even agreed to serve as facilities for the self-isolation of COVID-19 patients (Hastuti, 2020).

As the number of coronavirus cases decreases, people are gradually venturing out to relieve the stress of staying at home during the pandemic. One way

to do this is by having a staycation at a hotel to remain isolated from the virus. Many hotels, especially those with various facilities, have experienced an increase in occupancy as guests engage in activities to alleviate pandemic-induced boredom. This has become a global trend – the staycation trend in hotels, from 2021 to 2022, attracting domestic and international tourists to stay in Indonesian hotels. With the easing of health protocol policies and improved international travel access, the number of tourists continues to rise (Triutama, et al., 2023).

From January to October 2023, the number of foreign tourist visits reached 9.49 million, a 124.30% increase compared to the same period in 2022. This figure surpasses the total number of foreign tourist visits in 2022, which was only 5.9 million visits (Rachman, 2023). The annual increase in tourist visits also aligns with the growing number of homestays and hotels in Indonesia. With the expanding hotel industry, job opportunities in hospitality are also increasing. Additionally, with the various facilities provided by hotels, the industry offers a wide range of job opportunities for job seekers.

Currently, many universities and vocational high schools offer hospitality programs, making it increasingly convenient to delve into the world of hospitality. One example is Multimedia Nusantara University, which offers the Hotel Operations Program. In this program, students can explore the hospitality industry in general, covering areas such as the Food and Beverage Department, Housekeeping Department, Front Office Department, Marketing and Sales Department, Accounting Department, Human Resources Department, Engineering Department, and Security Department. Students also have the opportunity to undergo a 6-month internship directly at a hotel. This allows them to gain hands-on experience in hotel operations.

As a result, students have the chance to work in a hotel and witness its operations firsthand. The internship period is currently being undertaken by the writer at The Westin Jakarta.

## **1.2 Purpose**

The writer is required to undergo an Internship Program as a graduation requirement at Multimedia Nusantara University. This program is crucial for the writer as it will serve as the initial experience before entering the hospitality industry. The goal of this program is to develop skills, gain knowledge, and acquire experience in the hotel industry. Additionally, by being part of the Food and Beverage Department, the writer can enhance both soft and hard skills, as five-star hotels maintain high standards for their employees and others. This includes the ability to serve guests, take menu orders over the phone or in person, serve food and beverages to customers, maintain cleanliness in dining areas, and handle customer complaints. The writer can also develop communication skills through meeting and serving guests, learning to build good relationships with guests and team members, as well as other departments.

The primary objective of this job is to serve guests until achieving guest satisfaction. The Internship Program also trains the writer to work professionally, be responsible and disciplined in their work, and be friendly to everyone. The Westin Jakarta hotel also conducts various development training for all staff and participants, such as leadership training, operational training, safety and hygiene training, and many others. By undergoing this internship program, the writer hopes to be well-prepared to enter the workforce. The writer chose The Westin Jakarta hotel to have a greater opportunity to work in other companies within the Marriott International group.

## **1.3 Period and Procedures**

The Internship Program is a mandatory program for students in the hospitality industry at Multimedia Nusantara University as a graduation requirement. The Internship Program undertaken by the writer will run for 6

months, starting from August 7, 2023, to February 6, 2024. Here is the process of taking the Internship Program:

1. Lecturers provide a list of hotel names that can be chosen as the first placement for the Internship Program.
2. The writer chooses The Westin Jakarta as the first placement for the Internship Program. The writer creates a CV, Cover Letter, prepares certificates, and screenshots the student's GPA to be converted into a PDF and submitted to the HRD for application.
3. Receives an interview schedule from HRD and conducts the interview on April 17, 2023, at the Gama building, the location of The Westin Jakarta.
4. The interview by HRD is conducted by Samantha, a trainee in the HR Department at The Westin Jakarta.
5. After the HRD interview, the writer is interviewed by the manager and supervisor of Henshin Restaurant.
6. On the same day, receives information that the writer is accepted at Henshin Restaurant.
7. On April 19, 2023, the writer applies for a department transfer.
8. The writer receives an interview schedule for a department transfer to Pastry and undergoes an interview on April 5, 2023.
9. On April 5, 2023, the interview is conducted with the pastry supervisor, and it is communicated that the writer does not meet the requirements, resulting in a transfer to Food and Beverage Service Seasonal Taste Restaurant.
10. After acceptance by the department, the writer must fulfill all the hotel's requirements, such as undergoing a medical check-up, and others, before the specified time.
11. After all the requirements are fulfilled and accepted by the hotel, the writer is declared accepted as a trainee at The Westin Jakarta.