

CHAPTER I

PREFACE

1.1. Background

During the Covid-19 pandemic, many companies in various fields closed because they had no income, especially in the hospitality industry because of Covid-19, all companies were unable to maintain their business. This impact was also felt by the hotel industry, because the entire tourism sector was closed due to the Covid-19 pandemic, hotels were increasingly quiet with no guests staying.

Before the Covid-19 pandemic, there were high occupancy rates in hotels which made the economic tourism sector increase, but because of Covid, occupancy has decreased and many hotels have closed due to Covid-19. With the pandemic, there are many ways that hotels are doing so that hotels can still survive. during the pandemic, by giving discounts on food that can be taken away, or at cafes in restaurants to make cute cakes to send hampers during the pandemic.

The impact of the pandemic on the hotel sector has decreased drastically, many tourists from various countries have canceled their trips because of the pandemic, and also for Indonesian citizens, all flight and land routes have been closed due to the pandemic, therefore hotels have suffered huge losses in during a pandemic.

Due to the pandemic, the hotel also maintains cleanliness in the hotel so that guests staying during the pandemic do not have to worry about Covid-19, and when the PSBB period ends several hotels are also open for a temporary quarantine process for guests who have just returned from abroad. country, at this time hotels strictly implement health protocols in hotels and always disinfect every side of the hotel so that security is guaranteed.

Every hotel must carry out CHSE (Cleanliness, Health, Safety, Environmental, Sustainability) to maintain the hotel's good name during the pandemic. With CHSE, guests will start to trust again if they want to stay at the hotel when

traveling long distances. And several staff at the hotel must also maintain health protocols when working in the field.

Like the Accor Company hotel group which has many hotels throughout the world, they implement health protocols in their respective hotels. Accor also maintained the quality of their hotels during the pandemic. One of the hotels from the Accor group that implemented health and CHSE protocols during the pandemic was the Pullman Ciawi Vimala Hills. Because Pullman Ciawi Vimala Hills is a resort that is open to nature, there are still many guests who come to stay at the hotel, but with health protocols implemented by the hotel as well. With so many rooms available, Pullman Ciawi Vimala Hills only sells a few rooms and not 100% of the rooms are sold because there are still ongoing Covid regulations.

1.2. Internship Aims and Objectives

The aim and objective of this internship is so that students know how to work directly in the world of the hotel industry and also how it feels to handle hotel guests. With this internship, it is an experience that is eagerly awaited by students because they can gain broader knowledge in the world of hospitality

1.3. Time and Procedure of Internship

This internship/work practice program will be implemented for 6 months starting from 1 August 2023 to 31 January 2024, the internship held in Pullman Ciawi Vimala Hills Resort, Spa and Convention. This internship program is carried out at the Pullman Ciawi Vimala Hills Resort and Spa & Convention, precisely located in Puncak, Gadag, Megamendung, Bogor 16770, Indonesia.