

# CHAPTER I

## PREFACE

### 1.1 Background

The tourism and hotel Industry has been around since the 1700s (Ehninger, 2023), it has been a very long journey for the industry. Having that long of a journey there are a lot of improvements and changes that have happened and there will always be more to come. Early on, hotels and lodges started with people sharing their homes for travelers or other people that needed a place to stay for the night, providing only a room and food to share. As time went by, they began to see the profit in helping travelers and upgraded the rooms as well as the service (Choirisa & Armielia, 2018). According to Moss And Fog, the oldest hotel in the world was awarded to Nisiyama Onsen Keiunkan, which is located in Japan and has been running for 52 generations (Bibi, 2025).

As years went by, hotels in the world began to multiply and improve because of the constant improvement of demand (Tsai, 2009). Tourism became a trend and everyone started doing it. One of the main reason is because of the revolution of technology, traveling was made easier and more affordable. In the recent years, traveling has been done not only for work purposes or medical needs, people often go on vacation to release stress, see the world, make memories, etc. That was until COVID-19 came around.

Since 2019, the COVID-19 pandemic has done a lot of damage to society, especially the hotel and tourism industry, people have avoided going outside and doing everything in their own homes (Shapoval et al., 2020). Because of the spreading virus, hotels revenue dropped drastically and a lot of hotels were forced to shut down resulting in job loss and many other chaos. Although it was very tough for around two years, things are starting to look bright for the

tourism industry after the pandemic has soothe off. There was a strong rebound after the pandemic that doubled the tourist activities tracked from when the pandemic happened (Richter, 2023). Hotels all around the world did their best to survive and thrive after the pandemic, there were several things the industry did to adapt to the pandemic, for example, digitalization. Many companies started to have websites and social media to improve their online presence. Other things that companies did were improving health and safety measures, creating alternative lodgings, adapting to cultural shifts, etc.

Hotels and lodging places have always been a part of a trip, they are one of the most important keys to a successful vacation. The quality of a vacation depends a lot on the place people are staying at, which is why the hospitality industry has a lot of potential in the tourism business. Hotels satisfy human desire for connection and experiences that are personalized for them (Schaefer, 2023). There is an endless possibility for growth as according to Gareth Mayo (2023), “the global hospitality industry is expected to grow at a stable rate of 7% per year until 2025”. Because of that, there will be a lot of career opportunities in the future, also there are a lot of departments in the hotel and there is a never-ending opportunity.

Having an internship in the Pastry and Bakery department in the hotel has a lot of benefits such as learning new skills, gaining an opportunity to have a business, and fulfilling the writer’s interest in the pastry and bakery department. By having the internship in the hotel the writer will learn skills from the professionals and know how people work inside the department. She can learn things from cooking skills, time management, teamwork, plating skills, baking skills, etc. From that experience then she can foresee her future and improve herself in the department and when comes the opportunity, The writer could open up her own business and use the skills that she learned from the experience from the internship.

## 1.2 Internship Aims and Objectives

According to UMBC, Internships are generally done for several purposes such as gaining work experience, getting feedback and guidance from a mentor, gaining experience and skill in a particular field, know people in the industry, gaining connections, and many more (Jaeger et al., 2020). Another purpose of an internship is to gain problem-solving skills, leadership skills, communication skills, build a resume, and many more. Having an Internship means getting a preview of a job, there is more positive impact than there is negative. Because by having an internship, trainees learn a lot from the industry and get to really experience things.

For the writer, there are several things that might be the purpose of this internship. The first is to learn new skills, the writer aims to get knowledge from the internship from the professionals and learn new techniques that are used in the hotel. Next is to create memories and go outside of the comfort zone, although the internship might seem like a responsibility the writer wants to enjoy doing it and have fun while also doing a good job. Another purpose that the writer aim is to get connections with people in the industry, the internship is such a great opportunity to meet a lot of people in the industry and even if the writer ended up not working in the hotel industry, the connection could be a good thing for other things as well.

The main purpose of writing this internship report is to fulfill the passing requirement of the university, but there are also several other reasons. According to the writer, writing this report could improve her writing skills. Writing skills need to be practiced for it to improve, and with the help of her counselor and supervisor this internship report could give her the practice that she needs. Another purpose of this internship report is it is a good thing to look back in the future, the memory of doing the internship might fade away after a while but by having this report the writer could be reminded of how it was during the internship and what it felt like at that time from the writing.

### **1.3 Time and Procedure of Internship**

The Hospitality Operations program in Universitas Multimedia Nusantara has a mandatory for all students to have an internship in a hotel, it is done when students have reached the 5th semester and as one of the graduating requirements. The writer's internship will occur for 6 months starting from the 9th of July 2024 to the 8th of January 2025. The writer is able to choose from five different departments in the hotel and she chose to have an internship in the pastry and bakery department. There are several steps and procedures that the writer needs to do before doing the internship.

Most of the processes in applying to the internship are guided by the lecturers and advisors in Universitas Multimedia Nusantara. The first step is to make a proper CV and cover letter to apply, it needs to be professional and appealing. After it has been approved, the next thing to do is request a recommendation letter from the relevant lecturer. In the writer's case, she needs to ask Ms. Adestya Ayu Armiela, SST.Par, M.Si.Par for the recommendation letter as she teaches pastry and bakery lessons and has seen how the writer does in classes, which also needs to be approved by Mr. Oqke Prawira T., SST.Par, M.Si.Par., CHE. Then after getting those documents, the writer needs to request Mas Fidi for a recommendation letter from HOP UMN that can be used to apply to hotels.

The next process is researching and finding the right hotel for the writer, then look for their information about internship application. During this process, the writer applied to three hotels that peaked her interest and had the quality she was looking for, she then got called for the next step which was an interview from two of the three hotels. Due to one thing and another, the writer chose to only accept to do an interview with Sheraton Jakarta Soekarno Hatta Airport. After accepting the interview opportunity, the writer was informed about the date and time for the interview which is on the 26th of April 2024 at 11 AM with the Pastry chef as well as the HR.

The writer then got accepted on the 3rd of May 2024 and proceeded with completing the data needed from the hotel such as medical check-up, filling out the letter of agreement, kartu keluarga, professional picture, un-professional picture, bank account number, and KTP. The last procedure for the beginning of the internship was getting information about the first day and several ground rules of the hotel.

