

CHAPTER I

INTRODUCTION

1.1 Background

The tourism and hospitality is growing very rapidly, especially in Indonesia, with various supporting factors making this business have promising progress (Marlina & Hidayati, 2023). Those factors include the sizable and diverse market, a burgeoning middleclass, an abundance of natural resources (Halim et al., 2024), and a government that is willing to help the economy by enacting reforms and offering incentives (Maulana & Prasetyia, 2023). By these factors, profitable and rapidly expanding business prospects in Indonesia in the travel and tourism sector is going to be improving Indonesian GDP (Simatupang, 2024).

Looking back at 2019, even though the hospitality and tourism business was affected by Covid-19, this business was able to recover well (Pranindyasari et al., 2023) and is even now doing well. Many strategies have been implemented post-Covid by the Hospitality and Tourism Business (Windawaty, 2022). Government policy support for the tourism industry post covid includes good quality internal services (facilities for workers), good quality external services (providing facilities for tourists), integrated marketing programs involving stakeholders (Pambudi, 2023). This shows that this business is well supported by the government.

With good career prospects in hospitality and tourism sectors, hotel operations students are excited to conduct the internships and choose hotels as their career prospects. By doing an internship in a five-star hotel, students can learn and gain more skills in hotel industry (Natarajan & Raman, 2020). An internship at a hotel is a good investment for the future because the business is growing every year and can provide students with a head start on their chosen career path (Salzabilla et al., 2023). Internships are essential curriculum for hotel students, as it gives the students with valuable practical experience and exposure to the real-world operations of the industry (Soffi & Mohamad, 2021).

All in all, with this internship program, it is hoped that students will be well-prepared to work in hotel industry. Choosing Hotel Tentrem Yogyakarta is also a

head start for the writer who might dwell in Yogyakarta after graduates so that the writer can understand the environment and network in hotel industry around Yogyakarta. With the internship program, students are also expected to be able to truly implement what they have learned previously in the university environment and put it into practice in real industry.

1.2 Purpose

The aim of this internship program as a student from Hotel Operations who has gone through 4 semesters of study at the University, the writer can implement the knowledge gained in the world of work and the professional realm. Apart from that, this program also helps the writer in building the career path to be achieved in the future, especially in Food Production Division.

The internship program also helps the writer to be clear about the career path and is ready to compete with other graduates later. This internship is one of the first steps to explore the professional world. There are many goals to be achieved in this internship program.

In this internship, the writer gained more knowledge since the whole semester will be fully focused on the Food Production. During the training, there were a lot of training and learning provided by the hotel's team which were very useful to upskill the writer in kitchen techniques. And also as the writer doing the internship, the writer can have more network in the kitchen and food production world. With this supporting people as the new network, the writer can gain more knowledge from various kitchen practitioners and experts.

From this internship, the writer also aimed to train the mentality for working in harsh and tough condition. Working in the kitchen is deemed very hard and pressured. The writer knew that the working hours will be long and the industry requires the writer to have initiative in work, to be very disciplined and to be responsible. By implementing these soft skills during the training, the writer hopes that the writer has better determination and perseverance to achieve success in the kitchen division.

1.3 Period and Procedures

The process of the internship started with the process for choosing a hotel, CV and Cover Letter. There was also guidance for internships and writing CVs and Cover Letters. After the writer collected the CV and Cover Letter, the writer selected divisions in the hotel. The writer must wait for the administrative review from the hotel HRD before being called and given the interview schedule.

This internship process has several conditions that must be fulfilled by students as a condition. The first is the GPA. With high GPA, the writer can choose five-star hotel to do the internship. Besides, the writer must pass Food Production 1 and Food Production 2 classes since the writer wanted to join the Food Production department. The writer also must get the recommendation letter from the lecturer to apply to the hotel along with the CV and cover letter.

There are many procedures that are mandatory and must be fulfilled, and strict collection deadlines are also given so that students are trained to be responsible for the things they will undertake. With the many procedures that will be followed at the University, it can support students to submit appropriate documents that have been fulfilled and signed for later entry into the internship process.

The writer sent the required data to Hotel Tentrem Yogyakarta on April 4 2024, accompanying the required data. Then got an answer on April 4 on the same day and was immediately scheduled for an interview on April 8. After undergoing the first interview with the HR Team, the writer was again scheduled for a second interview with the Executive Sous Chef on April 24. The second interview was quite far apart because of fasting and Eid.

After the second interview was carried out, the writer received a statement to carry out a medical checkup as the final requirement for accepting internship participants at the Tentrem Hotel Jogjakarta. The writer was also asked to fulfill several data such as BPJS Bank Account and Photo.

After all the data was fulfilled, the writer received acceptance letter from Hotel Tentrem Jogjakarta and would start the orientation process from 10-13 July

2024. Orientation is carried out directly at the Hotel Tentrem Jogjakarta. During the internship process writer also completed the Internship Report. On 14 January 2024, the writer underwent the Internship report assessment in Universitas Multimedia Nusantara.

