

# CHAPTER I

## INTRODUCTION

### 1.1 Background

Hotels have played a significant role in human civilization, evolving from simple shelters to luxurious establishments offering world-class services. Hotel in the past only offers rooms and meals, but nowadays, hotels are providing various type of services such as uniformed services to laundry (Choirisa & Armielia, 2018).

In the 20<sup>th</sup> and 21<sup>st</sup> centuries, hotels have undergone a dramatic transformation, driven by globalization, technology improvement, and dynamic consumer expectation (Dudnyk, 2024). The Langham, Jakarta, established in 2021, has quickly become a premier destination for luxury hospitality in Indonesia. Strategically located in the Sudirman Central Business District, it offers guests unparalleled access to Jakarta's vibrant business and cultural scenes. In its brief tenure, the hotel has garnered numerous accolades, including being named one of the "Top 10 Best Hotels in Southeast Asia" by Condé Nast Traveler Readers' Choice Awards in 2022 and receiving the title of "Asia's Leading New Hotel" at the World Travel Awards 2022 (Langham Hotels and Resorts, n.d.).

Beyond its luxury accommodations, The Langham, Jakarta is celebrated for its exceptional dining experiences. Morimoto Jakarta, situated on the 63rd floor, offers upscale Japanese cuisine and was honored as the "Best New Japanese Restaurant" at the Exquisite Awards 2023 (Exquisite Taste Magazine, 2023). Furthermore, the hotel was recognized as the "Best Luxury Hotel" at the same awards, highlighting its commitment to providing superior services and experiences for guests (Asia Dreams, 2023).

Choosing to intern at The Langham, Jakarta aligns with the writer aspiration

to immerse in a setting that exemplifies luxury and innovation in hospitality. The hotel's rapid ascent and esteemed reputation provide a unique platform to gain insights into high-standard operations and guest services. Engaging with a team recognized for excellence offers invaluable opportunities for professional growth and development, making The Langham an ideal place to begin the writer's career journey.

## **1.2 Purpose**

In this internship program that the writer aims to get real experience of the working time and jobs in the industry of hospitality. The internship program is expected to make us to implemented everything the writer learned in the past 4 semester that we go through in the real industrial field. This internship program also supposed to help us to get more knowledge about how the industry really works and helps to make us mentally prepared for the future career in hospitality and tourism industry. By carrying out this internship program the writer were able to get:

### **a) Gaining connections**

During the internship program the writer were able to gain a new connection with the people that working in the hotel due to the same interest. However, the most important thing is that the writer gets to build connections with many people and the writer also can expand our network when working in the industry. Making connections and networks are important in the industry since they could give us a great opportunity for working in the future.

### **b) Develop a strong personality**

In the kitchen department strong mentality is highly needed, because if the writer does not have the mentality to work in the kitchen the writer wouldn't go anywhere in the future since one of the key to work in the kitchen department is to have strong mentality.

### **c) Adapt to the pressure in the kitchen**

By doing the internship program the writer can have an experience the real work in the kitchen department in a hotel. In the hotel work environment, they are very different from what we learn in the collage, by going through this the writer can learn how to handle the situation while the writer getting many pressure. In these kind of situation, the writer also can get a stronger mentality and also improve the skill that the writer already has.

### **1.3 Period and Procedures**

In this Internships Program that the students will take for the fifth semester, it's starts when the students choosing the preferred hotel, making CV and Cover Letter for the hotel, selecting the department of students choosing, giving out the CV and Cover Letter for the hotel, and then getting interviewed by the HRD to starts the internships journey.

This internship program requires the students that are going to do the internship to have a health condition at its best, and also a minimum 3.00 of GPA. This GPA is needed because it can determine whether the students are sufficient for the program or not and whether the students are capable of doing the program or not.

The interview period that was given by The Langham Jakarta began in late April when the writer got the email from the Learning and Development team to come to The Langham Jakarta to get interviewed by the Head of Learning and Development for the first interview and for the second interview the writer gets interviewed by the Executive Sous Chef.

After passing the interview stage, the writer was given the opportunity to do internship, but before starting the internship program the writer went through a medical checkup first to see if the writer fits the criteria or not. Then the writer starts the internships program from 12 August 2024 to 11 February 2025.