

## CHAPTER I

### INTRODUCTION

#### 1.1 Background

The hospitality industry is highly competitive, and having practical experience through internships is very crucial for students who want to have careers in the hotel industry (Yiu & Law, 2012). Hotel education in the hospitality field is quite different from other programs where students need to have more practice since it involves a lot of hands-on skills (Tjiputra, 2020). Thus, usually the campus also prepares the students to prepare the career path by doing career guidance and counseling (Prawira, et al., 2023). Doing an internship at a five-star hotel like the Four Seasons in Jakarta can provide numerous benefits for students, including the opportunity to implement what has been learned in the classroom, develop the soft and hard skills needed in the industry, and build a professional network (Putri et al., 2020). The writer is motivated to explore this opportunity as the Four Seasons Hotel in Jakarta is an iconic brand known for its exceptional service and commitment to excellence, especially because the writer wanted to enhance the skills in the pastry bakery department.

One of the primary advantages of an internship at the Four Seasons Hotel in Jakarta is the chance to gain practical experience in the field (Pusiran et al., 2020). The internship program offers students the exposure to the real-world operations of a high-end hotel, allowing them to apply the theoretical knowledge acquired in the classroom (Natarajan & Raman, 2020). By doing a lot of productions in pastry and bakery, the writer will be able to master the pastry and bakery products that might not be learned during the session in campus. This hands-on learning experience can better prepare the writer to work in the hospitality industry. Also by working in the Four Seasons Hotel brand, it may give the writer an insight into the demands of the hospitality industry and give them a competitive edge when entering the job market.

Furthermore, an internship at the Four Seasons Hotel can help students develop critical skills that are highly valued by employers in the hospitality sector (Qu et al.,

2021). The program may provide interns with the chance to hone their problem-solving abilities, enhance their communication and interpersonal skills, and learn the intricacies of hotel operations, such as front desk management, food and beverage service, and event coordination (Soffi & Mohamad, 2021). In this internship program, the writer hope to improve not only skills in pastry and bakery production, but also to improve the working speed, learn working ethics and communication skills in real hotel industry.

## **1.2 Purpose**

An internship at the Four Seasons Jakarta offers numerous benefits for both the intern and the hotel. For the intern, it provides invaluable practical experience in a luxury hospitality setting, allowing them to apply academic knowledge and develop essential skills in areas such as guest services, operations, or administration. Internships also offer a chance to explore different career paths within the hotel industry, helping individuals identify their specific interests and strengths. Furthermore, interns gain crucial professional skills like communication, teamwork, and problem-solving, while building a strong network of contacts. A prestigious internship at the Four Seasons Jakarta significantly enhances a resume and can potentially lead to future employment opportunities within the company or the broader hospitality industry. Through this Internship Program, the writer was enabled to:

### **a. Valuable new connections**

An opportunity is provided by internships to meet and collaborate with experienced professionals in the pastry and bakery industry. These connections can prove invaluable for acquiring knowledge about best practices, obtaining insights into the industry, and potentially securing future job opportunities.

### **b. Acquire new competencies**

A deep understanding of the pastry and bakery industry, encompassing the technical skills needed to produce high-quality products and the knowledge required to effectively manage a pastry and bakery division, can be gained by interns.

c. Develop the ability to work under pressure

Interns are taught to prioritize tasks and effectively manage their time to meet deadlines, ensuring that the most important tasks are completed on time. They are also instructed to adapt to changing circumstances and work effectively under pressure, as they may need to adjust to unexpected challenges or changes in the production process.

d. Enhance teamwork skills

Working in a team environment is often part of internships, which can assist individuals in developing improved collaboration and communication skills, along with the ability to work effectively with others.

e. Personal and professional growth

Allow interns to challenge themselves, build confidence, and adapt to dynamic work environments. Through overcoming obstacles, receiving constructive feedback, and embracing new experiences, interns develop resilience, adaptability, and a strong work ethic that can benefit them in their future careers.

### **1.3 Period and Procedures**

The Internship Program is mandatory for all Hotel Operations students once they reach fifth semester and one of the requirements for graduations. The Internship Program occurs for 6 months, starting from 1<sup>st</sup> August 2024 – 1<sup>st</sup> February 2025 with a minimum of 800 working hours or 100 working days. For this year the writer can choose any department for the internship program, thus the writer chose to do pastry and bakery department. The requirements for participating in an internship program in the pastry and bakery division at a hotel include being an active student, having completed a minimum of 75 SKS, and maintaining a minimum GPA of 2.75. After meeting these requirements, students must attend an internship briefing provided by the campus to understand the procedures needed before and after the briefing, students can proceed to look for hotels for the internship program. The internship program provides opportunities for students to gain hands-on experience, acquire product knowledge, develop essential skills, and expand their professional network. It is essential for students to learn how to make a CV, perform well in interviews, and attend courses related to

the internship program to prepare effectively for the program. The process of taking the internship program involves recruiting early, creating a position description for the internship, posting and promoting the role, conducting interviews, and selecting the preferred candidates. Once selected, the onboarding process can begin, which may be face-to-face or virtual, and includes an HR induction, learning about the company's policies, tools' access, and a general presentation of the department where the internship role is. During the internship, students work on small projects or tasks, receive support from the team when needed, and perform daily tasks. At the end of the program, the company evaluates the objectives, performs a checklist to ensure all steps have been covered, sends a survey to check what can be improved, and provides a test. The badge received from the test can be added to the student's CV and promoted on social media. Below is the process of taking the Internship Program:

1. The intern must create KM 1, which includes the desired internship location and department, and submit it to the Hotel Operations admin for KM 2 to be made and signed by the Head of the Hotel Operations Program, which may take 1-2 working days.
2. After receiving KM 2, the intern sends it to the chosen hotel along with a cover letter, CV, GPA, and supporting certificates via email.
3. The intern submitted their application to the hotel on April 3<sup>rd</sup>, 2024, and received feedback from the hotel on April 23<sup>rd</sup>, 2024, requesting an introduction video as the initial step in the recruitment process.
4. The intern sent the introduction video on April 24<sup>th</sup>, 2024, and received the first interview scheduled on April 25<sup>th</sup>, 2024, with the Human Resources Department via Google Meet.
5. Following the first interview, the intern was informed the next day that they had passed and were to attend a second interview on May 3<sup>rd</sup>, 2024, with the Executive Pastry Chef.
6. On the same day as the interview, the intern received an acceptance letter from the hotel, which required them to undergo a medical check-up, rectal swab, open a bank account, submit a 2x3-inch photo with a white

background, and provide insurance or BPJS, which should be submitted on July 6<sup>th</sup>, 2024.



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