

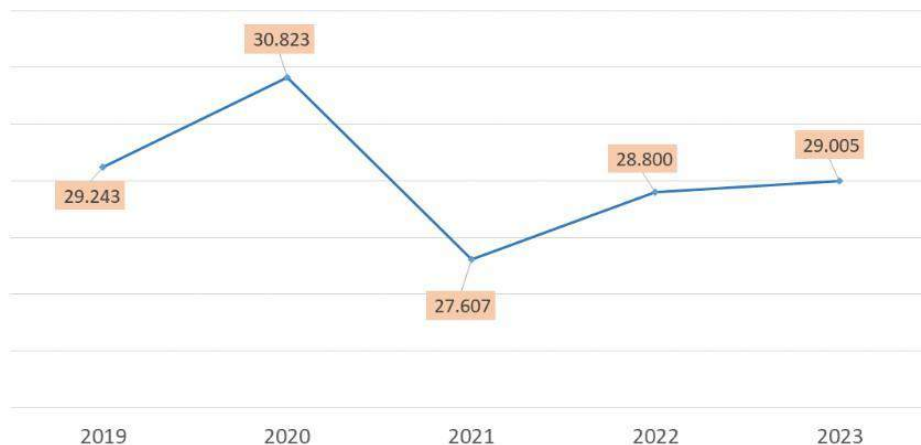
CHAPTER 1 INTRODUCTION

1.1. Background of the Study

Services are very central in building economic activity in any society and it is a growing necessity. In the early 1900, only 3 of every 10 worker in the United States were employed in the service sector. Today, it is 8 out of 10 (Bordoloi, et al., 2022). This only means that service education must equip the needs of the growing industry.

Hotels, are parts of service industry. Lodging industry is mostly service. According to a 2023 JLL report, hotel industry is recovering from the COVID pressure. Hotel investment in Asia-Pacific has shown a growing by 30% year-over-year. Market like Japan, South Korea and Australia become the top destination for investors because their recovery is considered very strong (JLL, 2023).

In Indonesia from Badan Pusat Statistik Report in 2023, a substantial number of increase can see in lodging business although it has not reached the number before COVID, that counted to 30.823 hotels in Indonesia.



Catatan: Angka tahun 2022 adalah angka revisi/Notes: Value of 2022 is revised value

Figure 1.1 BPS Report on number of Hotels in Indonesia 2023

The increasing number will lead to a challenge for hotel management, such as labor shortages, rising operational cost and fierce competition (Grigoryan, 2024).

Another service industry that goes hand in hand with the lodgings industry is MICE Tourism (meetings, incentives, conferences and exhibitions) (MICE Market Size, Global Trends, Industry Share, Report, 2024). Jakarta, the nation's capital of Indonesia is one of the main destinations for MICE and tourism activity (Wijayati et al., 2022).

During the pandemic of Covid 19, the number of visitors both from domestic provinces and foreign countries have fallen significantly, but in 2022, the tourism market gradually come back (Pranindyasari et al., 2023). It actually has grown rapidly in recent years, encouraging growth across a range of travel-related industries, including the hotel sector.

The rising of the industry means also the needs of the fitting education system. Career guidance services are part of the education system and now substantial in the university, especially to assist service for students to be able to prepare for the internship (Prawira,et al, 2023). Internship for hospitality students in the hotels is essential for the students. Hotels as a public establishment which has many services (Choirisa & Armielia, 2018) can provide the real industry training for the students. Hotels also provide many divisions, such as Front Office, Food n Beverage, and Housekeeping. Front Office plays many roles in making the administration and welcome the guests. Food n Beverage give opportunity for guests to relax and have some meetings or provide food so the guests do not have to go out of the hotels and find the food outside. Housekeeping plays a very important role in making guests come back to use the same service, because Housekeeping has a lot of things to do with cleanliness, safety, fragrance and beauty. This is the things that hotels can offer primarily as a lodging. While food can be found outside hotels, safety and comfort when sleeping, staying in hotels must be given by the hotels (Ageshkina, 2023).

1.2. Objective of the Study

Internship is a method for students to learn to work in real hotels. Many problems must be solved and interns will learn from superior to handle the problems. The objective of internship are as follows:

1. To apply knowledge and theories to practical work situations, especially in

housekeeping.

2. To get appropriate skills and techniques directly applicable to their careers.
3. To create job exposure and enhance employment opportunities.
4. To prepare students to enter into full-time employment in their area of specialization upon graduation. To provide students the opportunity to develop attitudes conducive to effective interpersonal relationships.

In UMN, students are obliged to do internship when they are already in 5th semester. There is a guidance book for internship program that is provided by UMN, that students can read from.

The internship program is from July 3rd 2024 to January 2nd the year 2025 with a minimum of 800 working hours or 100 working days. The internship department is free to choose, and the writer chose housekeeping as this is the best of the writer's knowledge.

1.3.Process and Procedure

1.3.1. Place of the Internship

Place of the internship is done at Vega Hotel Gading Serpong at Vega Center, Kav 1, Jalan CBD Barat Jl. Boulevard Raya Gading Serpong, Curug Sangereng, Kec. Klp. Dua, Kabupaten Tangerang, Banten 15810, Tangerang.

1.3.2. Time of the Internship

Time of the Internship is conducted at Vega Hotel Gading Serpong for 6 months from July 3rd 2024-January 2th 2025, following office hours. Office hours are obligated by the staff to come on time at 07.30 am and to go home at 18.00 pm and Break time is between 11.00 pm – 13.00 pm in the Employee Dining Room. The working days are split for 5 working days in a row and 1 day off.

1.3.3. Internship Procedure

Before the internship, the intern did the following steps:

1. The writer is given a coordinator from UMN. It was Ms Yoanita Alexandra.

She counseled us the procedure of the internship program.

2. Then the writer must fill up the internship form. With this form, the writer got a cover letter to be sent to the company.
3. The writer was given 3 choices of Hotel, and the writer chose Episode, JHL and Vega. From the three hotels, the writer got a response from Vega Hotel.
4. The writer sent the application letter together with a CV and cover letter from the university, and after a few days got an interview in Vega Hotel.
5. The writer got interviewed twice on April 18th-and on 19th April 2024. The first interviewer was Mr Ricky Pemala the Assistance Manager in Vega Hotel then the next day Ms Isabella Rosemarry from the Human Resource Department. In the interview the writer was asked about himself, his strength and weakness and why choosing the Housekeeping Department. The writer was sure that the housekeeping department is a very important department in lodging business because the basic of lodging is clean, comfort and secure. And it is the responsibility of the housekeeping department. The writer was introduced that Vega hotel is working under the Parador Hotels Group. The writer was also asked about the work of housekeeper and also about the grooming and etiquette.
6. Then the writer got an acceptance letter from Vega Hotel.
7. Before starting the internship on 3rd of July 2024, the writer must confirm the acceptance, then signed the statement of agreement from the company to the UMN Hospitality Program.
8. Before the internship began, all the students were gathered by the coordinator and were given some provision during internship.
9. In the hotel, the writer was also given a supervisor from the hotel.
10. As an intern, the writer must conform to all regulation in the hotel, the same as the employees in the company.
11. In the first day, the writer was introduced to the location in Vega Hotel: from the office to the parking lot. Then it was given introduction about the

housekeeping manning main power: OCC, On Hand, ED, EA, morning shift
RA, the supervisor, the checker, OT, Public Area, Floaties, Middle Night
shift, and also night shift project.