

CHAPTER I

INTRODUCTION

1.1. Background

Hotels are complex establishments that provides many services to the clients, commonly rooms and meals (Choirisa & Armielia, 2018). Hotels with many services require a variety of departments to function efficiently to provide comfort and satisfying guest experience. Thus, the typical hotel departments include Front Office, Housekeeping, Food and Beverage, Sales and Marketing, Human Resources, Engineering, and Security (Hayes, et al., 2016).

During the pandemic of Covid 19 in 2020-2022, the hotel industry has been hit hard due to the wide scale of travel ban all over the world (Oksana, 2022). In Indonesia, people are reluctant to travel even across cities due to the government restrictions and the needs to comply with the health protocols (Pranindyasari, et al., 2023). However, the current condition of the hotel industry is recovering and adapting to the ongoing challenges. The Indonesian government and stakeholders have developed strategic recovery policies, focusing on market access expansion, human resource capacity building, and digital infrastructure support (Raditya, 2022).

As a student of hotel operations program, the writer wanted to enhance the skills in the hotel kitchen through internship in hotel. As the industry is recovering and there are no more worries to get infected by the Covid virus, the writer wants to learn in great detail to improve both soft skills and hard skills.

To undertake an internship in a hotel kitchen, the writer understood that there are core kitchen competencies to be mastered. In the campus, the writer has been learning food production for two semesters. Adhering to the kitchen work system and design is vital because systematic task descriptions is needed to ensure efficient operations in the hot kitchen (Fahira et al., 2023). Hygiene and sanitation are also essential to be implemented, as poor personal hygiene and inadequate sanitation practices can significantly impact food quality and safety (Arityas, & Faozen, 2023).

Familiarity with Standard Operating Procedures (SOPs) is also essential because it becomes the guide to an effective operation and quality control in food processing and presentation (Pambudi, 2023). The ability to use kitchen tools and utensils are a must to prevent disruptions during the operational (Putra & Widyarini). With these points that the writer learnt during the class in the campus, the writer wants to implement and learn more about the real industry and improve the skills.

The writer chose JHL Solitaire to be the internship location because JHL Solitaire is the first 5-star hotel in Tangerang area and doing internship at JHL can also improve the chance for the writer to get working placements in the hotel after finishing the training.

1.2. Purpose

For the writer, the purpose of doing an internship at a hotel is for gaining working experience and improving skills and knowledge for future career. From doing an internship, the writer can prepare to become more competent and also can build a wide network in the industry.

In the internship, the writer hopes to learn to work under the pressure. Since the writer aims to work in the kitchen, the writer will work in tough and hard condition. The writer hopes that it will lead to mental strength to work in the kitchen after graduates. Also, the writer may build stronger interpersonal competencies. The writer would learn to manage time better in the kitchen, so the writer can work quickly. The writer also hopes to become better at the communication skills by doing the internship. During the internship, the writer will learn to adapt quickly and to gain more network with the fellow colleagues.

1.3. Time and Procedure of Internship

The internship program is crucial for the writer to prepare himself for the start of the journey in his career in the hospitality industry. This internship program was done in the 5th semester for six months, from July 8th, 2024 to January 7th, 2024 with a requirement of a minimum of 640 working hours or 100 working days to

fully complete the program. The internship program allows the writer to choose the department prefer to work in, but it must be approved and checked by the lecturers first to see if the writer fit in the kitchen department.

Before conducting the internship program in semester five, the writer must have completed at least 75 credits, and have a minimum GPA of 2.75. If all of the requirements are met, the writer must attend the campus-provided internship briefing. This briefing's objective is to help the writer comprehend the steps required both before and after the internship program. The writer can start looking for hotels to do the internship after the briefing. The writer did well in planning his internship program since he had taken classes on creating a CV, methods for interviews, and other internship-related topics.

The writer was required to create KM 1, which includes details on the department and place of the desired internship. KM 2 must be signed by the Head of Hotel Operations Program and must be submitted to the Hotel Operations Administrator. This process may take one to two business days.

Upon obtaining KM 2, the writer sent the cover letter, CV, and supporting certificates, to JHL Solitaire. After there was answer from JHL Solitaire, the writer had the first interview with the Human Resources Department, which was set for April 23, 2024.

The writer got an acceptance letter from the hotel on 28th May 2024. After that, the writer must complete medical examination, took a rectal swab, made a bank account, submitted a 2 x 3 white- background photo, and provided insurance or BPJS on 19 June 2024.

And then, once all the necessary paperwork has been submitted accordingly, the writer must join the orientation program from the hotel on July 8 2024. The orientation was held for one full day.

The orientation is held to educate interns who were accepted in JHL Solitaire regarding the hotel's information, such as the history, vision, and mission, product knowledge, safety and security, cleanliness and hygiene, grooming standards, trainee code of conduct, and other basic hotel information.

The writer must complete the Internship Program Report during the internship with the help from the advisor. The writer must fill all the daily task description in Merdeka.umn.ac.id for both approved from the supervisor and advisor. Mrs. Tri Ananti Listiana SSI.,MM was the advisor for the writer. After the writer finished the training and the report, the writer then submitted the report and did the assessment in the campus.

