

# CHAPTER I

## INTRODUCTION

### 1.1 Background

The hospitality industry includes a wide range of services, such as hotels, restaurants, travel, and tourism. Hotel is defined as an establishment providing rooms, meals, and various services (Choirisa & Adestya, 2018). The hotel industry in 2000 was hit hard by the pandemic Covid 19. People are reluctant to travel as the travel ban and travel restriction were applied. Even in 2022, people viewed that traveling was a hassle due to the health protocols implementation (Pranindyasari, et al. 2023). In 2024, this sector is bouncing back strongly after the challenges posed by the COVID-19 pandemic. The global hospitality market is expected to reach about USD 1,063 billion by 2028, growing at a rate of 10.24% each year from 2024 to 2028 (Emilio, 2024). This growth is driven by more people wanting to travel, higher disposable incomes, and a renewed focus on experiences rather than material goods. And also Travel demand is increasing as restrictions are lifted and people want to explore the world again. Both leisure and business travel are on the rise, with many travelers seeking to connect with new cultures and experiences (Cheng, 2023). This trend is particularly strong among millennials and Generation Z, who see travel as an essential part of their lives. And then Sustainability has become a top priority for the hospitality industry. Consumers are becoming more aware of their environmental impact and prefer businesses that follow eco-friendly practices. To attract environmentally conscious customers, hotels and restaurants are implementing initiatives such as waste reduction, local ingredient sourcing, and the use of renewable energy. Since hospitality industry will keep growing in upcoming years, diving in into the industry can be a good opportunity to have a career, by that doing internship is one of the steps to understand and learn about the hospitality industry (Soffi & Mohamad, 2021).

Internships are doorways to professional development, providing invaluable opportunity to immerse oneself in the real-world operations of prestigious

organizations. The Ritz-Carlton, Hong Kong, is recognized for its unsurpassed luxury and outstanding service, making it the pinnacle of hospitality. (Hong Kong, 2023) Choosing The Ritz-Carlton for an internship is more than a decision; it is a deliberate investment in one's future, motivated by several compelling factors.

To begin, The Ritz-Carlton, Hong Kong has a prestigious reputation in the hotel business. The hotel, which sits on top of the famous International Commerce Centre, provides stunning views of Victoria Harbour and the Hong Kong skyline. Its luxurious design, paired with great attention to detail, provides a sophisticated elegance that captivates guests from all over the world. Interning at such a prestigious institution provides a firsthand look into the inner workings of a world-class hospitality brand, laying the groundwork for significant learning opportunities.

Second, the Ritz-Carlton is identified with a culture of excellence and unflinching dedication to service. The hotel's famed Gold Standard of hospitality raises the standard, challenging personnel to surpass expectations at all (Employee Training & Development at Ritz-Carlton: Fostering an Exceptional Customer Service Culture, 2020). Immersion in this culture develops a philosophy of continual improvement and a commitment to providing unmatched visitor experiences. An internship at The Ritz-Carlton is an excellent opportunity to hone important skills such as attention to detail, problem-solving, and interpersonal communication, all of which are required in the competitive hospitality industry.

Furthermore, The Ritz-Carlton prioritizes the professional development and advancement of its staff. The organization places a high value on each team member's personal and professional growth through its extensive training programs, which include the well-known Ladies and Gentlemen serving Ladies and Gentlemen philosophy. As they set out on their path to become tomorrow's hospitality leaders, interns at The Ritz-Carlton receive crucial guidance and support from mentors, experiential learning opportunities, and exposure to a variety of departments.

Furthermore, The Ritz-Carlton's global presence provides several prospects for professional progression. With assets in the world's most desirable locations,

the organization provides a varied range of professional options and opportunities for ambitious individuals. An internship at The Ritz-Carlton, Hong Kong, acts as a springboard for future pursuits, giving you access to a large network of industry professionals and opening the path for intriguing career opportunities both locally and globally.

And also Hong Kong's tourism industry has been gradually recovering from the impact of the COVID-19 pandemic. In 2023, Hong Kong received 34 million tourists, which is 65% of the pre-Covid level, while Macau welcomed 28.3 million visitors, representing 71% of the 2019 figure. The city's retail sales have also been on the rise, with a 7.8% increase in December 2023 compared to the previous year. Despite these improvements, the recovery has been slower than anticipated, with mainland visitors remaining lower than expected. The government has been promoting mega events and increasing visitor arrivals to support retail businesses. (SCMP,2024). Because of the increasing visitor arrivals the hotel will receive a lot of new customers and by that the writer can get experience to provide food products to the guest

## **1.2 Internship Aims and Objectives**

The goal of this internship program is to gain real-world experience in the workplace. The writer is expected to be able to apply what they have learned in the previous four semesters to their professional sector. The Internship Program will also assist the writer in gaining valuable industry information and mentally preparing for a future profession in the hotel business. Through this internship program the writer learnt such things:

a. **Overcome working under pressure**

The writer is now able to overcome working under pressure, because hot kitchen is a fast-paced environment to work. While working under pressure help the writer to manage the time and improve the work flow.

b. **Acquire new skills**

The writer acquires new skills and knowledge while doing the internship program with the help of the staffs, the new skills that are acquired are the skills that is needed in the industry.

c. Professional Networking

One of the internship's primary goals is to help the writer build professional networks in the hospitality sector. Interns can make crucial connections for their future careers by working alongside experienced chefs and socializing with other staff members.

d. Observe and assist.

The writer has to observe the kitchen's daily operations and then assist with various activities such as food preparation, cooking, plating, and closing. This gives the writer a complete understanding of the operation of the kitchen and tasks to do in a professional kitchen.

e. Learn Culinary Techniques

Interns are required to learn and apply a variety of culinary techniques under the supervision of chefs. This encompasses knife skills, cooking procedures, flavor pairing, and presentation techniques, all with the goal of developing core culinary abilities.

f. Understand Kitchen Management

Interns will learn about kitchen management operations such as inventory control, sanitation procedures, and health and safety requirements. Understanding the administrative components of kitchen operations is critical for successful culinary leadership.

g. Get Feedback and Evaluation

During the internship, trainees will get performance and advancement feedback and evaluations from supervising chefs. With the help of knowledgeable professionals' advice and helpful criticism, this goal seeks to support ongoing learning and development.

### 1.3 Time and Procedure of Internship

Hotel Operations students are required to complete a six-month Internship Program after their fifth semester, running from August 12, 2024, to February 10, 2025. This program necessitates a minimum of 800 working hours or 100 working days. This year, the author has chosen to specialize in the kitchen major for his internship experience.

Before embarking on the internship, the author must satisfy several prerequisites: maintaining active student status with at least 75 credits and achieving a minimum GPA of 2.75. Once these conditions are met, the author participated in an internship training session organized by the campus, which provided insights into the procedures required before and after the internship.

Equipped with this knowledge, the author began searching for hotel internship opportunities by preparing essential documents such as a CV, application letter, certificate, university cover letter, and recommendation letter. The next step in the process involves creating KM 1, which includes details about the internship location and major, and submitting it to the Hotel Operations Admin.

Following this submission, the author proceeded to create KM 2, which was signed by the Head of the Hotel Operations Program. Subsequently, an application was sent to the chosen hotel via email, accompanied by a cover letter, CV, GPA information, and supporting diplomas.

The application process commenced on April 5, 2024, with feedback from the hotel received by April 15, 2024. The author participated in a first interview on April 17, 2024, conducted by the Human Resources Department via Microsoft Teams. After successfully passing this initial interview, they moved on to a second interview on April 28, 2024, with an Executive Sous Chef. The author received an acceptance letter from the hotel on May 13, 2024. In preparation for visa requirements, they must gather various documents—including a passport photo, passport, financial standing statement, resume, academic qualifications, MWO student intern documentation, letter of financial responsibility, birth certificate, ID card, ID992A form, letter of agreement, employment application, and school letter

by June 24, 2024. After that the writer have to start to book flight tickets and rooms to stay that will cost the writer around 8.050 HKD and the writer bring pocket money 7000 HKD for the living cost in Hong Kong.

