

# CHAPTER I

## INTRODUCTION

### 1.1. Background

The past five years have seen the international tourist industry shift from a challenging time of post-crisis revival into a new era of expansion. By the year 2026, international travel has become increasingly linked with technological innovation and a sustainable future (Simon-Kucher, 2025). Within the context of Indonesia, the government has successfully elevated the contribution that the tourist industry makes towards the country's economy through innovation (Kemenpar, 2026). Bali retains its focus as the core of this new era of tourist travel, attracting millions of visitors each year, along with being one of the leading tourist holiday places around the globe (SWA, 2026). Nevertheless, this face of the tourist industry introduces new challenges, including the demands for a focus that is much more environmentally oriented, along with efficient management systems for crowded tourist areas (Suasih & Wijaya, 2021). Due to this, the tourist industry for 2026 demands employees with highly advanced skills (World Tourism Organization, 2024).

The importance of having an internship program in a 5-star hotel cannot be underestimated for students. The 5-star hotel is the best place for students to learn because it applies international standards strictly (Sitepu, 2025). Through an internship program, students can gain skills on how to deliver "Service Excellence," which is important to meet the high expectations of wealthy guests (Windawaty, 2025). Moreover, experiencing the 5-star hotel situates students to advanced hospitality technology and management (Rahmansyah et al., 2023). Additionally, students gain a professional character, which is important for the development of a career (Putra & Utama, 2022).

Through an internship program in a 5-star hotel, students can gain networking for future career opportunities (Hidayat, 2024). Last but not least, an internship program is important for the hospitality industry to remain at its highest quality amid the growing number of tourism in Indonesia (Pratiwi, 2024).

## 1.2. Purpose

The purpose of this Internship Program is to get a real experience of the working environment. The writer is expected to be able to implement their learning in the past 4 semesters in the professional field. The Internship Program will also help the writer to build strong knowledge about the industry and mentally prepare herself for a future career in the hospitality industry. With this Internship Program, the writer was able to:

a. Acquire new competencies

Internship Program helps the writer to acquire new competencies while doing her internship program at the hotel. With the help of the hotel staff, the writer was able to gain new knowledge and skills that are required in the professional working field.

b. Develop stronger interpersonal competencies

To work effectively in the kitchen, speed is highly needed and the writer was able to develop her speed during the internship. Not only speed, the writer was able to develop her communication and collaboration skills due to the working environment.

c. Gain New Connections

The writer was able to gain new connections during her internship program due to the amount of people with different backgrounds and interests. But, the most important part is that the writer gets to build connections and network with people that have the same interest in the field. Building networks and connections is important since they are highly needed for working opportunities in the future.

d. Handle Working Under Pressure

By having an internship program, the writer was able to experience real-life working experience. With the environment that is extremely different, the writer was able to learn how to handle real-life working situations such as working under pressure. Those situations can help the writer to improve focus, time management, and emotional control, as well as to complete tasks effectively while maintaining work quality and teamwork.

### **1.3. Period and Procedures**

The Internship Program is a mandatory requirement for all Hotel Operations students once they reach the fifth semester and is one of the conditions for graduation. This Internship Program lasts for six months, from approximately July 2025 to January 2026, with a minimum of 800 working hours or 100 working days. For this period, students were given the opportunity to choose their own department, and the writer chose to specialize in the Pastry and Bakery Production Department due to personal interest and career goals in the pâtisserie field.

Before joining the Internship Program, the writer had to fulfill several academic requirements. These include being an active student, having completed a minimum of 75 SKS (credit units), and maintaining a minimum GPA of 2.75. Once these conditions were met, the writer was required to attend an Internship Briefing organized by the campus. This briefing provided essential guidance about the necessary procedures before and after the internship, including how to write a CV, prepare for interviews, and understand documentation flow.

The detailed process the writer followed for this Internship Program is as follows:

#### **1. KM 1 Submission**

The writer first submitted KM 1 to declare the selected hotel and department for the internship. In this case, it was Hotel Raffles Bali, specifically the Pastry and Bakery Production Department. The KM 1 form was submitted to the Hotel Operations administration office and used as the basis for preparing KM 2, which was then signed by the Head of the Hotel Operations Program. This process typically takes 1–2 working days.

#### **2. Application Process**

After receiving KM 2, the writer sent a complete application to the Human Resources Department of Hotel Raffles Bali. The documents included a cover letter, CV, updated GPA transcript, supporting certificates, and the KM 2 form. All documents were submitted via email.

#### **3. Initial Contact & Video Introduction**

The application was sent on **May 19th, 2025**, and feedback was received on **June 7th, 2025**.

#### **4. First and Second Interview**

The interview was conducted on **June 13th, 2025**, through Google Meet with a representative from the Human Resources Department and with the Pastry Chef of Raffles Bali. During this interview, the writer was asked about motivations, strengths, and knowledge related to pastry production.

#### **5. Acceptance**

On the same day as the interview, the writer received an official acceptance letter from Hotel Raffles Bali.