

CHAPTER I

INTRODUCTION

1.1 Background of Apprenticeship

Apprenticeship combine education with on-the-job training. It allows students to learn a skill or career from mentors or trainers. Moreover, the implementation of apprenticeship has existed for quite some time. Beginning in the thirteenth century in Western Europe, guilds of artisans monitored product quality, production methods, and working conditions for each occupational group in a city. Master artisans governed the guilds, and a recruit could only join after serving as an apprentice, with the master working in his shop alongside assistants. Furthermore, in Egypt and Babylon, every artisan was required to train the youth skills to sustain the labor force. Similarly, in Rome and other ancient societies, many artisans were enslaved; however, in the final years of the Roman Empire, artisans began to organize into independent colleges to enforce the standards of their trade. As a requirement for graduation, apprenticeship is now a requirement for university students. The purpose of an apprenticeship is to provide students with hands-on experience applying the skills or knowledge they have acquired in university or collage to the workplace. Apprentice can also comprehend the professional work system the actual industry or agency utilizes.

The State Polytechnic of Bengkalis requires all students to participate in an apprenticeship program for a specified period of time following the apprentice's purpose, which is the application of acquired knowledge and skills, and as a graduation requirement. State Polytechnic of Bengkalis is the public state vocational college in the province of Riau and is located in the Bengkalis Regency. Eight majors are available, including Naval Architecture, Mechanical Engineering, Electrical Engineering, Civil Engineering, Language, Business Administration, Information Technology, and Maritime. With the motto "Competence for Competition," and through its practical and theoretical teaching methods, it equips

graduates of the State Polytechnic of Bengkalis with the Knowledge and skills necessary to compete at national and international levels in the industry.

The Language Department is one of the State of Polytechnic Of Bengkalis departments that offers two study programs: D-III English and D-IV English Business and Professional Communication. The D-III English curriculum emphasizes professional administration and tourism & hospitality to prepare students for careers in administration, tourism, hospitality, public relations/marketing communication, translation, and interpreting.

As a result, the apprentice was selected and offered an apprentice at Aston Nagoya City Hotel in Batam, Riau Islands. The hotel is operated by Archipelago International, Southeast Asia's largest privately owned hospitality group. The apprentice worked at the Front Desk of the Aston Nagoya City Hotel from May 21st to July 20th. 2023. Front Desk is responsible for greeting and directing guests and administrative tasks such as receiving shipments and filing and organizing documents.

1.2 Purpose of the Apprenticeship

1. To find out kind of jobs done in Front Office at Aston Nagoya City Hotel.
2. To find out working procedures applied in Front Office at Aston Nagoya City Hotel.

1.3. Significance of the Apprenticeship

1.3.1. Significance of the Apprentice

The apprenticeship period lasts four months and focuses on imparting knowledge and abilities directly applicable to the workplace in the tourism and hospitality industry. In addition, the training received during an apprenticeship is much more focused on the specifics of the industry, with an emphasis on the development of abilities related to front desk work as well as the acquisition of the knowledge necessary for the apprentice to be able to work as a professional front desk employee.

1.3.2. Significance for State Polytechnic of Bengkalis.

The State Polytechnic of Bengkalis and Aston Nagoya City Hotel can strengthen relationships, improving business engagement, recruitment, and collaboration through apprenticeships. Moreover, this apprenticeship has the potential to supply ideas that the collage can incorporate into its educational program as learning guides.

1.3.3. Significance for the Company.

The Aston Nagoya City Hotel stands to gain multiple potential benefits from participating in this apprenticeship. Employing a trainee as an apprentice is a productive and efficient way to develop talent and a motivated, skilled, and qualified workforce. In addition, the purpose of this program is to streamline certain aspects of the work so that it can be completed in less time.