

CHAPTER I

INTRODUCTION

1.1 Background of Apprenticeship

An apprenticeship is a program to acquire essential skills and recognized qualifications. The program is a combination of classroom and work learning training to create skilled, capable, qualified and professional human beings for the world of work. The level of apprenticeship in Swissotel is including entry level, supervisor level, and manager level. Every level of apprenticeship is trained by professionals, and the time required depends on the length of the apprenticeship provided by the campus. Successive internships will build trust and great achievement in the work environment.

The State Polytechnic of Bengkalis is a vocational higher education institution and the only state polytechnic in Riau. The State Polytechnic of Bengkalis has eight majors, including Naval Architecture, Mechanical Engineering, Electrical Engineering, Civil Engineering, Language, Business Administration, Information Technology, and Maritime. There are two mandatory graduation requirements for students at the State Polytechnic of Bengkalis: an apprenticeship and a final project. Apprenticeship is supposed to be done in organizations or institutions that are appropriate and related to the major and background of the program aims to provide students with the flexibility, work ethic, and responsibility they need to succeed in the workplace, particularly those that contribute to the knowledge and skills they learn in lectures. Additionally, apprenticeships provide students with a wealth of knowledge and experience that may be used as a guide in the workplace and on the job.

The English Study Program is one of the study programs of the State Polytechnic of Bengkalis under the Language Department. The students of the English Study Program are prepared to have competencies that are able to communicate not only in English, both spoken and written, to manage, operate, and master public speaking, but also to master office administration.

The author chose the opportunity to complete an apprenticeship at the Swissotel Jakarta PIK Avenue. This internship is intended to apply and fulfil

student competencies. This internship opportunity at the Swissotel Jakarta PIK Avenue was carried out from February 28th until June 24th, 2024, in the front office section of the executive lounge at the Swissotel.

The author chose this internship because this was the first Swissotel to open in Indonesia. A dynamic location Location in North Jakarta combined with hospitality, service, cuisine, and facilities. Not only that, the author chose the internship location because she had the opportunity to qualify for the independent campus program opened by the Ministry of Education and Culture for all students who want to try new experiences in the world of work by directly collaborating with seniors in the company.

1.2 Purpose of Apprenticeship

The purpose of the apprenticeship is as follows:

1. To find out about the work program conducted in the front office section of the Swissotel Jakarta PIK.
2. To know the working procedures applied at the front office of the Swissotel Jakarta PIK.
3. To know the administration used in the front office of the Swissotel Jakarta PIK.

1.3 Significance of the Apprenticeship

In this section, three key aspects of significance will be explained, namely: significance for the apprentice; significance for the State Polytechnic of Bengkalis; and significance for the company.

1.3.1 Significance for the Apprentice

Internships provide opportunities for interns to apply the knowledge they have gained during college and gain new knowledge that is very useful to help and hone students' abilities. In addition, this program also aims to help alleviate some of the work at Swissotel so that it can be completed more quickly.

After its application in the work environment, interns can find out how to work independently and in teams.

1.3.2 Significance for the State Polytechnic of Bengkalis

Apprenticeships help Polytechnic prepare and improve skilled students. who are ready to work and compete after completing their studies. In addition, the apprenticeship program can strengthen cooperation and socialization between the State Polytechnic of Bengkalis and the agency or organization where the apprentices work, one of which is the Swissotel Jakarta PIK Avenue.

1.3.3 Significance for the Company

This internship program helps to enhance the image and branding of Swissotel Jakarta Pik Avenue by promoting its reputation, and the hotel is also very responsive to student interns. In addition, because the interns have previous experience, it is easier for the hotel to identify and recruit exchange students and experienced staff.