

# CHAPTER I

## INTRODUCTION

### 1.1 Background of Apprenticeship

An apprenticeship is a work-practice program that students must undertake to gain field study or expertise. The goal is that students can directly apply the knowledge they have gained in their studies and gain work experience that can be used to apply for jobs after graduation, even if within a limited time. Apart from that, students can also build relationships, which will be very useful for sharing with each other about their future jobs. For this reason, the State Polytechnic of Bengkalis also holds this program to support the skills and knowledge of its students.

The State Polytechnic of Bengkalis is the only state polytechnic under the Ministry of Education in Riau and is located in Bengkalis Island, Jl. Bathin Alam, Sungai Alam, Bengkalis. This college was established in 2001 and has eight majors, including Naval Architecture, Mechanical Engineering, Electrical Engineering, Civil Engineering, Language, Business Administration, Information Technology, and Maritime. Each department has expertise in its own field, and graduates from this polytechnic are graduates who are ready to compete in the world of work. The requirements for graduation from this college are completing the final report and participating in an apprenticeship program. This apprenticeship is carried out by students at the State Polytechnic of Bengkalis who have completed a minimum of four semesters for Diploma-III, six semesters for Diploma-IV.

Based on the explanation above, the writer took this opportunity to complete the apprenticeship in a hotel. A hotel is a business aimed at people who need accommodation, food, drink, and other services that are managed commercially. Hotels are a very important part of the tourism industry, especially for travelers. Therefore, hotels are the right place for students who want to learn about hospitality, hotel operations, financial management, marketing management, and so on. Students can also apply soft skills such as communication,

collaboration, and problem solving. Apart from that, working in a hotel will increase the network and connections to various people in the tourism industry sector.

The writer choose the hotel for the apprenticeship: Mercure Jakarta Gatot Subroto. This hotel is an international hotel that is under the auspices of Accor Grub, so it is not only visited by Indonesians but also by foreigners who want to conduct business in Indonesia because Jakarta is the business center of Indonesia. The Mercure Hotel Jakarta Gatot Subroto opened in 2019 and is one of the four-star hotels in Jakarta. This hotel is located on Jl. Gatot Subroto No. Kav 1, West Kuningan, Mampang Prapatan, South Jakarta. This hotel is always busy every day because it is designed for business, and the location of the hotel is very strategic because it is located in the middle of the city's bustling business center. This hotel has several departments, such as IT, sales and marketing, reservation, human resources, finance, security, and engineering.

In this apprenticeship, the writer had apprenticeship at the Front Office department: Front Desk Agent (FDA), GRO (Guest Relation Officer), Greeter, and Operator sections, from February 27<sup>th</sup> to June 30<sup>th</sup>, 2024.

## **1.2 Purpose of Apprenticeship**

1. To find out the kinds of jobs done in Mercure Jakarta Gatot Subroto Hotel
2. To find out the documents / system or website used for activities while doing the apprenticeship program in Mercure Jakarta Gatot Subroto Hotel
3. To find out working procedures done in Mercure Jakarta Gatot Subroto Hotel

## **1.3 Significance of Apprenticeship**

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

### **1.3.1 Significance for the Apprentice**

Through this program, apprentices gain more knowledge than students studying on campus because, during apprenticeship, they work directly in their respective fields. Apprentice can apply the knowledge they have learned and learn more new things, especially by practicing English and applying their hospitality. Apart from that, apprentices learn about how to be professional in the work.

### **1.3.2 Significance for State Polytechnic of Bengkalis**

Apprenticeship assists Polytechnic in improving the quality of graduates for the workforce every year. The apprenticeship also helps the polytechnic improve accreditation and curriculum implementation in the following year.

### **1.3.3 Significance for the Company**

This apprenticeship program can improve the hotel's image because indirectly this report has promoted the hotel's brand. Apart from that, having apprenticeship can make it easier for hotels to find quality talent to hire.