

CHAPTER I

INTRODUCTION

1.1 Background of Apprenticeship

An apprenticeship or apprenticeship is a program of learning and practicing working directly with a company for a period of time. Companies accepting trainees are authorized to place orders and are required to provide guidance throughout the program. Students can also get a license to work in a regulated industry, Vocational training aims at vocational training to improve certain skills in a specialized field. More simply, a training or street vendor is an industry job found in an institution, institution or company that offers a training partnership program with the university. A good apprenticeship will significantly increase your chances of job success.

The hotel is an important part of the tourism industry because it provides lodging for tourists visiting an area. Students can gain direct work experience in the tourism industry by doing practical work in the tourism sector, particularly in hotels. Furthermore, practical experience in hotels allows students to learn about important aspects of hotel management such as hotel operations, financial management, marketing management, human resource management, and so on. Students will be involved in daily hotel activities such as checking in and checking out during their practical work at hotels.out-of-town visitors, food and beverage service, room maintenance, room sales, inventory management, and so on. Students will also be able to practice interpersonal skills such as communication, teamwork, and problem solving. For students interested in a career in the tourism industry, practical work in the tourism sector, particularly hotels, can provide valuable experience. Furthermore, practical work can be used to build networks and expand connections in the tourism industry.

Internships are held on Jl. Merdeka, Gundaling I, and District. Berastagi, Karo Regency, North Sumatra, The reason this hotel was chosen is because this hotel is a large hotel in Berastagi with a very good structure from management to marketing, under Sibayak's leadership of course this hotel will continue to

develop in the future.

Hopefully this program can increase the experience of intern participants. As a result, the author chose and was offered an internship in the concierge and front office department at the Sibayak International Hotel Berastagi. From February 12 to June 14, 2024, an intern works as a Concierge and Front Office staff at Sibayak Internasional Berastagi Hotel.

1.2 Significance of the Apprenticeships

1.3.1 Significance for the Apprentice

An apprenticeship help Polytechnic institutions to produce graduates who are skilled and prepared to enter the workforce upon completion of their existing knowledge and skills, as well as as acquire new ones, particularly in the fields of English and business. Through the program, the apprentice develops their ability to communicate effectively in public and capture the interest of their audience.

1.3.2 Significance for State Polytechnic of Bengkalis

Apprenticeships help Polytechnic institution to produce graduates who are skilled and prepared to enter the workforce upon completion of their studies. This in turn assist the student of State Polytechnic of Bengkalis in improving and implementing their educational programs.

1.3.3 Significance to the Company

The internship program helps improve the image and branding of Hotel Sibayak Internasional Berastagi by increasing its reputation. Additionally, because practical students have previous experience, it is easier for hotels to identify and recruit exchange students and experienced staff.