

CHAPTER 1

INTRODUCTION

1.1 Background of Apprenticeship

An apprenticeship, also known as a traineeship, involves a structured program where individuals learn and gain practical experience by working directly with a company for a specific duration. Companies participating in apprenticeship programs are authorized to offer placements and are responsible for providing guidance throughout the duration of the program. Additionally, students may have the opportunity to obtain certification to work in regulated industries. Vocational training focuses on enhancing specific skills within a specialized field. In simpler terms, an apprenticeship or traineeship refers to a job opportunity within an organization, institution, or company that offers a partnership program with educational institutions. Engaging in a high-quality apprenticeship significantly enhances one's prospects for success in the job market.

State Polytechnic of Bengkalis is a vocational college in Riau dedicated to preparing its students for successful careers in the professional world. One of the key initiatives in achieving this goal is the Practical Work (KP) program. This program is a mandatory component for students enrolled in the applied undergraduate English Language Study Program, serving as a vital requirement for their graduation and ensuring they gain practical, hands-on experience in their field.

Novotel Tangerang was chosen by the author to complete the internship, because this hotel is one of the largest hotels in Tangerang and has many collaborations with foreign companies. The Front Office, especially the Concierge section, is where the writer is placed. Novotel Tangerang strives to support all training that has been planned by mentors starting from provision to knowledge of hotel operations.

1.2 Purpose of Apprenticeship

1. To find out the kind of jobs done in Concierge, at Novotel Tangerang.
2. To find out the tools needed to complete the apprenticeship report.

3. To find out the working procedures applied in Front Office Department, at Novotel Tangerang.
4. To gain genuine experience while working in Front Office Department, at Novotel Tangerang.

1.3 Significance of the Apprenticeship

1.3.1 Significance for Apprentice

An apprenticeship initiative offers a chance for the apprentice to utilize their current expertise and talents, while also gaining new ones, especially within the fields of English and hospitality. Within this program, the apprentice enhances their capability to communicate professionally in public and engage the attention of their listeners.

1.3.2 Significance for State Polytechnic of Bengkalis

Apprenticeships play a crucial role in equipping graduates from Polytechnic institutions with the necessary skills to seamlessly transition into the workforce after finishing their studies. Consequently, this aids students at the State Polytechnics of Bengkalis in enhancing and implementing their educational programs.

1.3.3 Significance for the Company

The apprenticeship initiative contributes to improving Novotel Tangerang's reputation and brand image by actively promoting its standing. Moreover, given that the apprentice students possess prior experience, it becomes more convenient for the hotel to identify and enlist both exchange students and seasoned personnel.