

# CHAPTER I

## INTRODUCTION

### 1.1 Background of Apprenticeship

Internships or practical work are activities carried out by students to learn to work directly in the world of work, to gain experience and learn to socialize. Internships aim to broaden students' insight and train students' personalities to get to know and communicate with new people. Internships are carried out by college students at least when they reach the sixth semester for several months, but it is not only students who can do internships, they can also be students or teachers.

State Polytechnic of Bengkalis is a campus that was founded in 2001 and is the only state campus in Riau Province, State Polytechnic of Bengkalis is abbreviated as Polbeng. Currently Polbeng has 8 majors, and there are many study programs, one of which is the language major, the English D3 study program which has two graduation requirements, namely an internship report and a final assignment.

Internship activities can be carried out at any company, which can provide experience providing useful lessons for students, one of which is an internship at a hotel.

A hotel is a lodging service company that provides the best facilities or equipment. There are many hotels available in Riau Province, one of which is the Sonaview Hotel.

Sonaview Hotel is accommodation with good facilities and satisfactory service quality according to most guests. Sonaview Hotel was founded in 2020 and is located on Jalan Pattimura No. 40 Dumai Kota Subdistrict, Dumai Kota District, Dumai City, Riau. Sonaview is a 3-star hotel. Sonaview Dumai has two types of rooms, namely Superior with 42 rooms with an area of 19 square meters, and Deluxe with 36 rooms with an area of 21 square meters.

Doing an internship at Sonaview Hotel will certainly give you a valuable experience and can train students to socialize with new people and gain direct knowledge related to the knowledge and experience they have. This internship activity was conducted from 26 February 2024 until 26 June 2024.

## **1.2 Purpose of Apprenticeship**

1. To find out the job description in F&B Service of Sonaview Hotel
2. To find out the system and procedure in F&B Service of Sonaview Hotel
3. To find out the kind and description of activity in F&B Service of Sonaview Hotel

## **1.3 Significance of the Apprenticeship**

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

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

Internship activities can enable students to learn independently, gain experience working directly in the world of work and train students to easily socialize with other people.

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

Internships help Polytechnics in preparing the quality of graduates and preparing them to enter the world of work. Internships thus help polytechnics develop and implement curricula. By having internship activities, foreign companies can get to know the State Polytechnic of Bengkalis

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

The internship program enables Sonaview Hotel to source and recruit skilled, experienced and dedicated candidates while enhancing its brand and image. The company's work can be made easier with help from interns