

# CHAPTER I

## INTRODUCTION

### 1.1 Background of Apprenticeship

State Polytechnic of Bengkalis is a vocational higher education institution and the only state polytechnic in Riau. There are two graduation requirements, namely a final report and an apprenticeship. Apprenticeship or practical work or an internship is part of job training or a process for directly applying knowledge and competencies in the world of work that are obtained during the study period. This internship is carried out after Bengkalis State Polytechnic students have completed of semester five for D3 and semester six for D4. This internship is carried out for four months. Based on the above, the author as a student of the English Study Program is required to carry out practical work for 4 (four) months. The author joined the opportunity to complete state corporate at Mutiara Dairi Hotel because this company collaborates with many foreigners. This can help the author in implementing the knowledge and theoretical concepts studied. Classes into workplace practice and align with areas of expertise such as English, etiquette, and work teams.

The author did an internship at Mutiara Dairi Hotel because this company is an infrastructure company and has many business units. The author wants to implement the knowledge and theoretical concepts that have been obtained during lectures into the context of the world of work. With this, the author hopes to gain direct experience in applying theoretical knowledge and concepts, according to his field of expertise. On February 1st to June 1st 2024, on June 1st 2024, the author completed the internship program. The author is placed in the Human Resources Department.

### 1.2 Purposes of Apprenticeship

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

### **1.3 Significances of Apprenticeship**

The benefits of the Practical Work activity for students and Politeknik Negeri Bengkalis are:

1. For the author, the implementation of this practical work can provide information to the author about how does the job descriptions work, work systems and procedures, where practical work is carried out, obstacles and solutions when carrying out practical work at Mutiara Dairi Hotel, so as to improve skills and insights both in terms of hard skill and soft skill competencies.
2. For the Bengkalis State Polytechnic, the implementation of this practical work is expected to create a good cooperative relationship between the Bengkalis State Polytechnic and Mutiara Dairi Hotel.
3. For the Company, the implementation of this practical work is expected to contribute ideas and reveal problems that arise and provide suggestions in solving problems, so that in the end it can provide benefits for the development of the company.