

CHAPTER 1

INTRODUCTION

1.1 Background of Apprenticeship

Apprenticeship is a training program that takes place within a specific business or government organization. This program gives students the opportunity to learn new skills while integrating classroom instruction to produce skilled and capable workers. Additionally, this program has benefits that can develop and foster professional mindsets and attitudes in preparation for the workplace. This program aims to give participants practical experience to enhance their knowledge and skills acquired during college.

State Polytechnic of Bengkalis is a vocational higher education institution and the only state polytechnic in Riau, which was founded in 2001. State Polytechnic of Bengkalis has eight departments including Naval Architecture, Mechanical Engineering, Electrical Engineering, Civil Engineering, Language, Business Administration, Information Technology, and Maritime. With a curriculum that is composed of 40% theory and 60% practice and an actual number of study hours of 22 to 32, State Polytechnic of Bengkalis is designed to fulfill the requirements of a workforce that is ready for use. There are two mandatory graduation requirements for students at State Polytechnic of Bengkalis, namely Final Report and Apprenticeship.

Apprenticeship is carried out in places that are compatible with students' backgrounds. Language Department consists of two study programs, namely DIV English for Professional Business Communication and DIII English. An apprenticeship program must be completed as one of the requirements for graduation. As a result, State Polytechnic of Bengkalis offers opportunities for students to learn on the job and obtain training through this program in order to help them build professional skills in the scientific and technological domains. This program can also make sure that students are responsible, have a strong work ethic, and have the ability to adapt, especially in the business industry.

The author chose the opportunity to complete an apprenticeship at PT. Riau Andalan Pulp and Paper because this company is one of the biggest companies in Indonesia and has many partnerships with foreign companies. Most of the foreign staff stayed at PT. RAPP's business unit, Unigraha Hotel, where the author was placed. This can help the author implement the knowledge and theoretical concepts that were learned in classes into practice in the workplace and in line with areas of expertise such as English, etiquette, and hospitality.

From January 17th to May 16th, 2023, the author completed 4-months apprenticeship program. During the period, the author was placed in the Front Office, Health Club, and Human Resources.

1.2 Purpose of Apprenticeship

1. To find out the kinds of jobs done in Unigraha Hotel, at PT. Riau Andalan Pulp and Paper
2. To find out the documents used for activities while doing the apprenticeship program in Unigraha Hotel, at PT. Riau Andalan Pulp and Paper.
3. To find out working procedures done in Unigraha Hotel, at PT Riau Andalan Pulp and Paper.

1.3 Significance of the Apprenticeship

1.3.1 Significance for the Apprentice

Through this program, apprentice can put all of the knowledge they learned in classes into practice according to their areas of specialization and learn new things, especially how to implement English in the business and hospitality industries.

1.3.2 Significance for State Polytechnic of Bengkalis

Apprenticeship assists Polytechnic in preparing quality of graduates' and preparation for the workforce. The apprenticeship thus helps the polytechnic develop and implement the curriculum.

1.3.3 Significance for the Company

Apprenticeship program allows PT. RAPP to find and hire skilled, experienced, and dedicated candidates while also enhancing its brand and image.