

# 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.

The apprenticeship was held at the Aston Nagoya City Hotel, JL. Imam Bonjol, Lubuk Baja, Batam, Kepulauan Riau. The reason for choosing this

hotel is because this hotel is a large hotel in the city of Batam with a very good structure from management to marketing, under the leadership of Archipelago, of course this hotel will grow in the future. Hopefully this program would give more experience for the apprentice.

As a result, the author chose and was offered an apprenticeship in concierge and front office department at Aston Nagoya City Hotel.

From Februari 20<sup>th</sup> to Juni 20<sup>th</sup>, 2023, an apprentice worked as a Concierge And Front Office staff at Aston Nagoya City Hotel.

## **1.2 Purpose of Apprenticeship**

The purposes of the apprenticeship are as follows:

1. To find out of the types of work available in the Aston Nagoya City Hotel.
2. To know the working procedures applied in Aston Nagoya City Hotel.
3. To know documents used in Aston Nagoya City Hotel.

## **1.3 Significance of the Apprenticeship**

### **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. Thorough the program, the apprentice develops their ability to communicate effectively I public and capture the interest of their audience.

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

Apprenticeship help Polytechnic instution to produce graduates who are skilled and prepared to enter the workforce uppon completion of their studies. This in turn assist the student of State Polytechnic of Bengklis in improving an implementing their educational programs.

### 1.3.3 Significance for the Company

The apprenticeship program helps to enhance the image and branding of Aston Nagoya City Hotel by promoting its reputation. Additionally, since the practical student have previous experience, it is easier for the hotel to identify and recruit both exchange students and experienced staff.