

CHAPTER I

INTRODUCTION

1.1. Background of Apprenticeship

Apprenticeship is a program to get essential skills and recognized qualifications. The program is a combination of classroom and work learning training to create skilled, capable, qualified and professional human beings for the world of work. Skills and qualifications during the apprenticeship process are available for a variety of careers and jobs with apprenticeship level. The level of apprentices is including entry level, supervisor level, and manager level. Every level of apprenticeship is trained by professionals and the time required depends on the length of the apprenticeship provided by the campus. Success Internships will build trust and great achievement in the work environment.

State Polytechnic of Bengkalis is a vocational high education institution that have eight departments including Naval Architecture, Mechanical Engineering, Electrical Engineering, Civil Engineering, Language, Business Administration, Information Technology, and Maritime. There are two mandatory graduations requirements for Students at State Polytechnic of Bengkalis, they are apprenticeship and final project. Apprenticeship is supposed to do in organizations or institutions that are appropriate and related to the major and background of the student. This program aims to provide students the flexibility, work ethic, and responsibility they need to succeed in the workplace, particularly those that contribute to the knowledge and skills they learn in lectures. Additionally, apprenticeships provide students with a wealth of knowledge and experience that may be used as a guide in the workplace and on the job.

English Study Program is one of study program of State Polytechnic of Bengkalis under the Language Department. The Students of the English Study Program are prepared to have competencies that are able to communicate not only

in English both spoken and writing, able to manage, operate, understand professional ethics, and Mastering public speaking but also master in office administration.

This internship was held at Favehotel Nagoya Batam, Jalan Imam Bonjol, Batam City, Riau Islands. This internship is intended to apply and fulfill student competencies. This internship opportunity at Favehotel Nagoya Batam was carried out from February 20 to June 20, 2023 in the Front Office section of Favehotel Nagoya Batam. The reason for choosing this hotel is because Favehotel Nagoya Batam is one of the companies that has a great influence in the field of tourism. In addition, all insights and knowledge both in the field of language and hospitality administration that have been obtained during lectures can be applied in the world of work such as in this hotel. Hopefully this program can provide more experience for interns.

1.2. Purpose of the Apprenticeship

The purpose of the apprenticeship as follows:

1. To find out work program conducting in Front Office Section of Favehotel Nagoya Batam
2. To know the working procedures applied at Front Office Favehotel Nagoya Batm
3. To know the administration used in the Front Office of Favehotel Nagoya Batam

1.3. Significance of the Apprentice

1.3.1. Significance for the Apprenticeship

Internships provide opportunities for interns to apply the knowledge they have learned during college and gain new knowledge that is very useful to help and hone students' abilities. In addition, this program also aims to help alleviate some of the work at Favehotel so that it can be completed more quickly. After its application in the work environment, interns can find out how to work independently and in teams.

1.3.2. Significance for State Polytechnic of Bengkalis

Apprenticeship helps Polytechnic to prepare and improve skillful students who are ready to work and compete after completing their studies. In addition, with the apprenticeship program can strengthen the cooperation and socialization between State Polytechnic of Bengkalis and the agency or organization where the apprentices are, one of which is the Favehotel Nagoya Batam Kepulauan Riau.

1.3.3. Significance for the Company

This internship program helps to enhance the image and branding of Favehotel Nagoya Batam by promoting its reputation and the hotel is also very responsive to student interns. In addition because the interns have previous experience, it is easier for the hotel to identify and recruit exchange students and experienced staff.