

CHAPTER I

INTRODUCTION

1.1. Background of Apprenticeship

An internship program essentially serves as a professional training process designed to equip students with practical exposure and firsthand experience of the working environment. Through this program, students are not only able to observe but also to actively engage in the dynamics of the workplace, allowing them to bridge the gap between theoretical knowledge gained in the classroom and its real-world application. By doing so, students develop a deeper understanding of professional practices, workplace culture, and the competencies required to succeed in their respective industries.

Politeknik Negeri Bengkalis, established in 2000 and located on Bathin Alam Street, Sungai Alam, Bengkalis Island, is a vocational higher education institution committed to producing competent, professional, and industry-ready graduates. The institution currently encompasses eight departments, namely Nautical Studies, Mechanical Engineering, Electrical Engineering, Civil Engineering, Business Administration, Information Technology, Languages, and Marine Science. Each department is equipped with specialized expertise tailored to meet the demands of today's industrial sectors.

As part of its academic requirements, students are obligated to complete an industrial internship program, which stands as one of the prerequisites for graduation. Typically undertaken after the completion of six semesters of study, the internship serves as a crucial platform for students to refine their

skills, gain valuable professional insights, and apply their academic learning in practical settings. Ultimately, this program is intended to ensure that graduates of Politeknik Negeri Bengkalis are well-prepared to face the challenges of the job market and contribute meaningfully to their chosen fields.

In this regard, the author undertook an internship program at Hotel Ululani, Bali, for a duration of six months, commencing on July 14th, 2025 and concluding on November 14th, 2025. Through this report, all relevant details concerning the company as well as the activities carried out during the internship are presented in a structured and systematic manner.

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1.2.Purpose of Apprenticeship

The purposes of the apprenticeship program which was carried out at Hotel Ululani Bali, Front Office Department, are as follows:

1. To gain comprehensive knowledge of the main duties and responsibilities performed at the Front Office Department of Hotel Ululani Bali.
2. To acquire practical experience in handling guest-related services such as reservations, check-in, check-out, and guest inquiries in a professional manner.
3. To understand and implement the Standard Operating Procedures (SOPs) applied in the Front Office Department to ensure excellent service quality.
4. To develop communication, hospitality, and problem-solving skills that are essential for delivering high-quality service to guests.

1.3.Significance of the Apprenticeship

The significance of the apprenticeship program at Hotel Ululani Bali can be explained in the following three aspects:

1.3.1. Significance for the Apprentice

For the apprentice, this program serves as an important platform to apply the theoretical knowledge acquired during academic studies into real hospitality practices. It provides valuable opportunities to gain hands-on experience in guest service, operational procedures, and professional communication within the Front Office Department.

1.3.2. Significance for Politeknik Negeri Bengkalis

For Politeknik Negeri Bengkalis, this apprenticeship program helps strengthen cooperation and foster link-and-match between the academic institution and the hospitality industry. It also ensures that the curriculum remains relevant to industry needs and enhances the institution's credibility as a vocational higher education provider.

1.3.3 Significance for the Company

For Hotel Ululani Bali, this program contributes by supporting daily operations in the Front Office Department through the involvement of apprentice students. In addition, the presence of apprentices provides the company with an opportunity to identify, train, and evaluate potential future talents who may later contribute to the hospitality industry.

1.3.4 Objectives of the Report

The objectives of preparing this apprenticeship report are as follows:

- 1) To describe in detail the internship activities carried out at Hotel Ululani Bali, particularly in the Front Office Department.
- 2) To explain the roles, tasks, and experiences gained during the internship, as well as their relevance to the knowledge acquired at the university.
- 3) To document the process of applying theoretical knowledge and skills in a real working environment, thereby serving as material for evaluation and learning.
- 4) To provide an overview for the university, the company, and readers regarding the benefits and outcomes obtained from the internship program