

CHAPTER 1

INTRODUCTION

1.1 Background of Apprenticeship

Internships are a form of work training that provide students with direct experience and knowledge about the professional world before they officially enter it. Through this program, students can understand, become familiar with, and apply the theories and skills they have learned during their education. Internship programs generally last for a specific period, ranging from a few weeks to several months, and are designed to equip participants with practical knowledge and skills relevant to their chosen field. This makes internships an essential first step for anyone preparing to enter the workforce with confidence and competence.

Bengkalis State Polytechnic is one of the vocational institutions that strongly supports practice-based learning activities. Established in 2000 and located on Jalan Bathin Alam, Sungai Alam, Bengkalis Island, the institution consists of eight departments: Marine Engineering, Mechanical Engineering, Electrical Engineering, Civil Engineering, Business Administration, Information Technology, Languages, and Maritime Studies. Each department has its own specialized competencies required by the industry, making internships an important platform for students to apply their knowledge in accordance with real-world demands.

One of the requirements for students to study at Bengkalis State Polytechnic is to participate in an internship program in the industry. This internship program is carried out by students after completing six semesters of study.

In this case, the author participated in an internship program at Ululani Dreamland Hotel, located in Bali, for approximately four months, starting from July 14, 2025, to November 14, 2025.

Through this report, all details related to the hotel and activities carried out during the program are explained systematically.

1.2 Purpose of Apprenticeship

The purpose of the practical work carried out at Ululani Dreamland Hotel are:

1. To gain work experience in the company through apprenticeship at Ululani Dreamland Hotel
2. To find out the kind of work done in Ululani Dreamland Hotel.
3. To find out the working procedures done in Ululani Dreamland Hotel
4. To find out the obstacles and solution during practical work.

1.3 Significance of the Apprenticeship

1. For Students

The internship at Ululani Hotel Bali provides interns with valuable opportunities to apply theoretical knowledge in a real hospitality setting. By engaging directly in hotel operations, interns can develop practical skills, improve communication abilities, and deepen their understanding of the hospitality industry. This experience enhances their professionalism, adaptability, and confidence. It also helps them build strong work ethics and gain insights into guest relations, operational procedures, and service standards, making them more competitive when entering the workforce.

2. For Company

For Ululani Hotel Bali, internship programs help the company identify and cultivate potential future employees who can support its operational needs. Interns bring fresh perspectives, enthusiasm, and new ideas that can contribute to improved

service quality and operational efficiency. The program also helps reduce the company's workload, as interns assist in daily tasks while learning from experienced staff. Moreover, offering internships strengthens the hotel's reputation as a company that supports education, community development, and professional training.

3. For State Polytechnic of Bengkalis

For the State Polytechnic of Bengkalis, the internship program enhances the alignment between academic learning and industry practices, especially in the hospitality sector. By collaborating with Ululani Hotel Bali, the institution can strengthen industry partnerships and ensure that its curriculum remains relevant to real-world needs. This cooperation increases the credibility of the institution, provides students with valuable industry exposure, and supports the development of competent graduates who are ready to enter the workforce. The success of internships also reflects the institution's commitment to producing skilled and work-ready professionals.