

CHAPTER I INTRODUCTION

1.1 Background of Apprenticeship

Apprenticeship or practical work is an structured activity, practical learning experience that combines hands on work with theoretical education, providing individuals with specific skills and competencies for a specific trade, profession, or industry. It emphasizes learning by doing, allowing participants to gain real-world experience under experienced mentors or supervisors.

The only one State Polytechnic in Riau is the State Polytechnic of Bengkalis, a vocational higher education establishment. Located at Bathin Alam Street, Sungai Alam, Bengkalis, this college was founded in 2001. Naval Architecture, Mechanical Engineering, Electrical Engineering, Civil Engineering, Language Departement, Business Administration, Information Technology, and Maritime are among the eight majors offered by State Polytechnic of Bengkalis. Every department possesses the capabilities necessary to address the needs for personal used. A final report and an apprenticeship are the two requirements for graduation.

After completing at least six semesters, students of the State Polytechnic of Bengkalis begin this apprenticeship program. The duration of the apprenticeship is four months. Based on this requirement, the author is required to undertake four (4) months of practical work as a student of the English for Business and Professional Communication Study Program.

Therefore, Grand Zuri Dumai was selected as the apprenticeship placement for students of the State Polytechnic of Bengkalis due to its professional working environment and strong reputation in the hospitality industry. This hotel provides an appropriate setting for students to apply the theoretical knowledge and practical skills acquired during their academic studies on campus. Through this apprenticeship program, students are expected to gain real work experience, improve their professional communication skills, and understand workplace culture in the hospitality sector. Furthermore, the collaboration between the State Polytechnic of Bengkalis and Grand Zuri Dumai supports the institution's objective of producing graduates who are competent, skilled, and ready to meet the demands of the professional world.

The internship program at Grand Zuri Dumai provides practical opportunities for interns to work in various departments, such as the Front Desk. These areas of the hospitality industry require strong interpersonal and communication skills, as employees must frequently interact with guests, answer questions, and resolve issues. For students in the English for Business and Professional Communication program, the opportunity to practice professional communication in these situations will be invaluable for building confidence and fluency in a business environment.

From July 22nd 2025, to November 22nd 2025, the author completed the internship program. The author was placed in the Front Office Department as a Receptionist and bellboy.

1.2 Purposes of the Apprenticeship

The objectives of the internship conducted at Grand Zuri Dumai are as follows:

a . Skills Development:

Hospitality internships provide participants with the opportunity to develop technical skills, such as skills in promoting hotels, handling guest complaints, and others.

b. Knowledge Enhancement:

Interns also help participants understand hotel operational standards, work procedures, and various aspects of hotel management.

c. Work Experience:

Interns can gain real-world work experience in a hospitality environment, which will increase their future job opportunities.

d. Hospitality Cultural Understanding:

Hospitality internships enable participants to understand the organizational culture and values of the hotel.

1.3 Significances of the Apprenticeship

In this Part, three kind of significance aspects will be explained, such as: significance for the Apprentice, significance for State Polytechnic of Bengkalis and significance for the company.

1.3.1 For Students (Apprentices)

Through this program, apprenticeship at the Grand Zuri Dumai offers an enriching, multifaceted learning experience for author in the English for Business and Professional Communication study program. such as interpersonal communication, problem-solving, cultural awareness, and professional etiquette. By immersing themselves in a real-world hospitality environment, the author will not only deepen his understanding of how business communication functions in the hospitality industry but also gain transferable skills that are crucial for success in any business context.

1.3.2 For State Polytechnic of Bengkalis

Apprenticeship assists Polytechnic in preparing the best quality of graduates and preparation for the workforce. The apprenticeship thus helps the Polytechnic develop and implement the curriculum and to introduce State Polytechnic of Bengkalis to every kind of Business Brands and company.