

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, 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.

In carrying out the internship program, the author chose Aston Nagoya City Hotel as the place for On Job Training. The hotel is strategically located in the center of Batam city and close to business and shopping areas. In addition, the hotel provides professional hospitality services and modern working systems that support students in improving their communication and service skills.

Aston Nagoya City Hotel has 192 guest rooms, meeting rooms, restaurant facilities, and various supporting facilities for guests. During the internship program, the author was placed in the Housekeeping Department as an Order Taker. This position gave the author opportunities to learn about hotel operational activities, especially in handling guest requests, coordinating with housekeeping staff, and maintaining communication between departments.

Through this On Job Training program, the author gained valuable experience, improved communication skills, increased discipline and responsibility, and understood the importance of teamwork in the hospitality industry.

Start from February 2nd to may 31st 2026. The author completed an internship program. The author was placed in the Housekeeping Department as an Order Taker. An Order Taker plays an important role in supporting daily housekeeping operations by handling administrative tasks, updating operational records, and coordinating information within the department.

1.2 Purposes of the Apprenticeship

The purposes of apprenticeship done at Aston Nagoya City Hotel are as follows:

- 1.To know the kinds of jobs done by an Order Taker in the Housekeeping Department of Aston Nagoya City Hotel.
- 2.To know the working procedures used by an Order Taker in the Housekeeping Department of Aston Nagoya City Hotel.
- 3.To know the documents used by an Order Taker in the Housekeeping Department of Aston Nagoya City Hotel.

1.3 Significances of the Apprenticeship

This apprenticeship program provides various benefits and valuable experiences for students, educational institutions, and companies. The significances of the apprenticeship are explained as follows:

1.3.1 For Students (Apprentices)

Through the apprenticeship program at Aston Nagoya City Hotel, the author gained valuable knowledge and practical experience in the hospitality industry, especially in the Housekeeping Department as an Order Taker. This program helped the author improve communication skills, teamwork, discipline, responsibility, problem-solving abilities, and professionalism through direct involvement in daily hotel operational activities.

1.3.2 For State Polytechnic of Bengkalis

The apprenticeship program helps State Polytechnic of Bengkalis prepare qualified graduates who are ready to compete in the professional working environment by providing students with real working experience. In addition, this program also strengthens cooperation between the institution and the hospitality industry while supporting curriculum development based on industry needs and professional standards.

1.3.3 For Aston Nagoya City Hotel

Apprenticeship program allows Aston Nagoya City Hotel to enhance its service quality, develop a skilled workforce, and build a reputation as a leader in the hospitality industry. Additionally, it fosters networking opportunities, enriches the hotel's culture, and aligns with long-term business sustainability goals. Ultimately, the apprenticeship program is a win-win scenario, benefiting both the hotel and the apprentices by offering a platform for growth.