

CHAPTER I

INTRODUCTION

1.1 Background Internship

Apprenticeship is an important part of the learning process for students, especially in vocational education. It gives students the opportunity to apply the knowledge and skills they have learned in the classroom to real work situation. Through apprenticeship, students can gain experience, improve their abilities, and understand how the working environment works.

The only state polytechnic in Riau is Politeknik Negeri Bengkalis. It is a vocational higher education institution located on Jalan Bathin Alam, Sungai Alam, Bengkalis, and was established in 2000. This institution has several departments such as Naval Architecture, Mechanical Engineering, Electrical Engineering, Civil Engineering, Language, Business Administration, Information Technology, and Maritime. Each department helps students develop their skills based on their field. Final report and apprenticeship are important requirements for graduation.

Apprenticeship are carried out after State Polytechnic of Bengkalis students have completed a minimum of 6 semesters of study. Internship activities can be carried out at any company, which can provide experience providing useful lessons for students, one of which is an internship at a hotel.

Based on the above, the author conveys, that the author, as a 6th semester language student at the state polytechnic of Bengkalis, did an Internship for around 4 months, the author chose the opportunity to do an internship at the Mersi Hotel Bukittinggi, the reason was because he wanted to gain experience working in a hotel.

In this case, learning during lectures is closely related to the field of hospitality. Based on this, the author hopes that the experience gained can be helpful and applied in the world of work later. On January 26-May 29 2026 the author did an internship. The author was placed in Front Office Department.

1.2 Purpose of Internship

The purpose of the implementation of practical work activities for students of the State Polytechnic of Bengkalis:

1. To understand the duties and responsibilities of Front Office staff at Mersi Hotel Hotel Bukittinggi.
2. To learn the working procedures used in Front Office operations and guest services.
3. To identify the documents and hotel system used in daily Front Office activities.

1.3 Significance of Internship

This section explain 3 important aspects, namely Internship, State Polytechnic of Bengkalis and Company.

1.3.1 Significances for the Students Apprentices

This program provides students with valuable experience. Through this program, students have opportunities to apply the theoretical knowledge learned during lectures to the real world of work and gain new knowledge.

1.3.2 Significances for the State Polytechnic of Bengkalis

Apprenticeship helps the polytechnic in preparing qualified graduates who are ready to enter the workforce. It also supports the polytechnic in developing and improving its curriculum.

1.3.3 Significances for the Company

Internship programs are beneficial for both students and the company. They provide opportunities for students to develop their skills and gain experience. For the company, this program helps support operational activities, improve service quality, and prepare potential future employees.