

## **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.

After the students of State Polytechnic of Bengkalis have finished at least six semesters and graduated in full, they begin this apprenticeship. The duration of this apprenticeship is four months. According to the aforementioned, the author must complete 4 (four) months of practical work as a student in the English for Business and Professional Communication Study Program.

For choosing the Aston Nagoya City Hotel in Batam as the location for an apprenticeship program for students enrolled in the English for Business and Professional Communication study program provides numerous benefits, particularly in terms of strategic location, modern facilities, professional environment, and alignment with the needs of students pursuing careers in business communication. Batam, located just a short boat trip from Singapore, has developed into an important industrial place, particularly in manufacturing, trade, and services. Aston Nagoya City Hotel, located in the center of Batam'

commercial sector, offers an ideal venue for students to learn about the dynamics of a professional, international business environment..

Apprenticeship programs at the Aston Nagoya City Hotel can offer author practical opportunities to work in various departments, such as Front Desk Agents. These areas of the hotel business require strong interpersonal and communication skills, as employees must frequently engage with Guests, Address inquiries, and Resolve issues. For students in the English for Business and Professional Communication program, the chance to practice professional communication in these scenarios will be invaluable for building confidence and fluency in business settings.

Start from September 17<sup>th</sup>, 2024 to January 13<sup>th</sup>, 2025. The author completed an internship program. The author was placed in the Front Office Department as Front Desk Agent.

## **1.2 Purposes of the Apprenticeship**

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

1. Increasing knowledge of the world of hospitality and the ability to communicate with others.
2. Knowing the work procedures at Front Office in serving guests and how to get excellent services.
3. To gain practical experience using Communication tools and technologies as Front Desk Agent at Aston Nagoya City 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 Aston Nagoya City Hotel 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.

### **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.