

CHAPTER I

INTRODUCTION

1.1 Background Of The On The Job Training

On the job training or practical work is an activity for students to apply the knowledge they have gained during their education at State Polytechnic of Bengkalis in a field of work. The purpose of the on the job training is to improve the quality of individual students so that they are able to compete and get to know the world of work while improving the quality of State Polytechnic of Bengkalis graduates.

There are several departments in State Polytechnic of Bengkalis, in campus, one of which is the language department which has two study programs, one of which is the D III English study program which focuses on tourism and hospitality. The students are expected to have competencies and exposure in tourism and hospitality industry. Therefore, having on the job training in tourism and hospitality industries become the focus on the job training program.

Grand Zuri Dumai is the right choice having on the job training because it is in line with the focus of the study program. Besides that, it provides on the job training position that is in line with the profile of English Study Program that is tourism and hospitality staff. Grand Zuri Dumai, opened in 2006, is a great addition to Dumai and a wise choice for tourists. With its central location, the hotel offers quick access to all the city's important facilities. The hotel's excellent location provides quick access to the city's main tourist attractions. Grand Zuri Dumai is a 4 star hotel located on Jalan Sudirman no. 88, Dumai city, Riau, Indonesia. Grand Zuri is also a 4-star hotel with a classic design and strategic location. Apart from that, this hotel is also very famous in Dumai city and is often used as a stopover and many governments and companies hold meetings at this hotel.

On January 20th to may 23nd 2025, the author completed the on the job training. The author in placed in the sales and marketing department of Grand Zuri Dumai

I.2 Purposes Of The On The Job Training

The objectives of the on the job training conducted at Grand Zuri Dumai are as follows:

1. To find out tasks carried out at sales and marketing department of Grand Zuri Dumai
2. To find out the working systems and procedures applied at sales and marketing department of Grand Zuri Dumai

I.3 Significance's Of The On The Job Training

I.3.1 Significance For The On The Job Training

- a. Can compare the knowledge received in lectures with existing facts.
- b. Apply knowledge and insight into practice, especially in the fields of hospitality and business.
- c. Instill professional values in the world of work with direct practice in the real world.
- d. Develop mentality and self-confidence in facing the world of work.

I.3.2 Significance for State Polytechnic of Bengkalis

on the job training assists Polytechnic in improving the quality of graduates for the workforce every year The on the job training also helps the polytechnic improve accreditation and curriculum implementation in the following year.

I.3.3 Significance for Company

This on the job training program can improve the hotel's image because indirectly this report has promoted the hotel's brand. Apart from that, having on the job training can make it easier for hotels to find quality talent to hire.