

CHAPTER I

INTRODUCTION

1.1 Background of Apprenticeship

Apprenticeship or practical work is a structured activity and a hands-on learning experience that combines direct work with theoretical education. Apprenticeship are mandatory because, aside from providing deeper insight into the professional world, they also offer many benefits that help students better understand and gain real-world knowledge about the workplace. This activity emphasizes learning through practice, allowing participants to obtain real experience under the guidance of 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.

Choosing Favehotel Nagoya Batam as the apprenticeship location for students of the English for Business and Professional Communication Study Program offers many benefits, particularly in terms of modern facilities, strategic location, professional environment, and suitability for students pursuing careers in business communication. Batam, located just a short ferry ride from Singapore, has developed into a significant industrial area, especially in the manufacturing, trade, and service sectors. Favehotel Nagoya Batam, situated at

the heart of Batam's commercial district, provides an ideal learning space for students to explore business dynamics at both professional and international levels.

The apprenticeship program at Favehotel Nagoya Batam provided the writer with the opportunity to gain hands-on experience working as a Front Desk Agent. This area within the hospitality industry requires strong interpersonal and communication skills, as employees are expected to interact with guests, respond to various inquiries, and resolve issues. For students of the English for Business and Professional Communication Study Program, the opportunity to apply professional communication in such situations is highly valuable in enhancing confidence and fluency in business-related contexts.

Start from August 31st, 2025 to December 1st, 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 are:

1. To increasing knowledge of the world of hospitality and the ability to communicate with others.
2. To 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 Favehotel Nagoya Batam.

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, the internship at Favehotel Nagoya Batam provides the author, as a student of the English for Business and Professional Communication study program, with a rich and comprehensive learning experience. This includes the development of interpersonal communication,

problem-solving abilities, cultural awareness, and professional etiquette. By engaging directly in a real-world hospitality setting, the author not only strengthens his understanding of how business communication operates within the hotel industry, but also acquires transferable skills that are essential for achieving success in broader business environments.

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 Favehotel Nagoya Batam

Apprenticeship program allows Favehotel Nagoya Batam 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.