

CHAPTER I

INTRODUCTION

1.1 Background of Apprenticeship

Internship 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 internship 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.

In Bengkalis State Polytechnic, various departments, 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, therefore Grand Zuri Dumai is the right choice to carry out internship activities because it is in accordance with what has been learned, besides this hotel provides internship positions that are appropriate in their fields. This hotel is very famous in Indonesia including in ZHM (Zuri Hotel Management).

Grand Zuri Dumai, which 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.

1.2 Purposes of Apprenticeship

The objectives of the internship conducted at Grand Zuri Dumai are as follows:

a . Skills Development:

Hospitality internships provide participants with the opportunity to develop technical skills, such as skills in promoting hotels, handling guest complaints, and others.

b. Knowledge Enhancement:

Interns also help participants understand hotel operational standards, work procedures, and various aspects of hotel management.

c. Work Experience:

Interns can gain real-world work experience in a hospitality environment, which will increase their future job opportunities.

d. Career Enhancement:

By gaining knowledge, skills, and work experience through internships, participants can prepare themselves for a career in the hospitality industry.

e. Hospitality Cultural Understanding:

Hospitality internships enable participants to understand the organizational culture and values of the hotel.

1.3 Significances of Apprenticeship

1.3.1 Significance for Apprentice

Through this program, apprentices gain more knowledge than students studying on campus because, during apprenticeship, they work directly in their respective fields. Apprentice can apply the knowledge they have learned and learn more new things, especially by practicing English and applying their hospitality. Apart from that, apprentices learn about how to be professional in the work.

1.3.2 Significance for State Polytechnic of Bengkalis

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

1.3.3 Significance for Company

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