

CHAPTER 1

INTRODUCTION

1.1 Background of the Internship

Language is a part of communication, and English as the international language is the most widely used language in communicating internationally, especially in the current global era, where English has been widely applied both in school and work place. There are a lot of companies that looking for prospective workers who have foreign language skill, especially English. Because in these companies, English is used as a means of communication for their work, both in writing and orally. Thus English language skills is very necessary for prospective job applicants. Therefore, college students who are preparing to get in the workplace are expected to be able to use English well in every field of work.

The internship program is a program which the students must implement what has been learned during in lecture and apply it on the workplace. On this occasion, the students are highly expected to develop English language skills and abilities through the practical activities on work environment, in such a way that students be able to gain work experience and knowledge. The student has to carry out an internship program in a company or institution related to the knowledge that has been obtained as well as the use of English, both oral and in written. For that matter the students have to be professional and maintain the good name of the university.

As one of the requirement to get a Diploma Certificate, the internship program is a means of forming and preparing diploma students to become professionals, especially in communicate both verbally and writing in English. The

Diploma Program in the Faculty of Language and Culture at University of Darma Persada is one of the study programs with the aim of learning English specifically for offices, mass media, hospitality and tourism, and television, based on the spirit of *Monozukuri*. Because English is an international language that is used by various parts of the work field and has been recognized by the world.

One of the work field that particularly used English in daily work is hospitality. In the field of hospitality, English is important as a universal language of communication with guests or foreigners from various countries. Communication skills, language skills, being polite and trying to understand every guests are the most important things in improving the quality of guest service. As in Royal Tulip Gunung Geulis Resort and Golf, the Front Office Department is one of the main hotel departments which always interact with guests and responsible for taking care of guests during their stays. Therefore every officer in the Front Office must be able to provide excellent service and great communication skills, especially in English.

1.2 Objective of the Internship

The internship program is one of the requirement to achieve graduation and the title as an Associate Expert (*Ahli Madya*) Degree at the Faculty of Language and Culture, University of Darma Persada. The aims of the internship program are the student can develop skills and competencies, gain knowledges, and also get a lot of work experience.

The objectives of the internship are as following:

1. As a mandatory requirement to achieve graduation and complete the Diploma study program in the English Department, University of Darma Persada.

2. As a form to broaden the experience of the work which is valuable to be applied when the students graduate from University.
3. To apply practical skills acquired in lectures to the related subject and department. Also to compare the knowledge obtained in lectures with the implementation of internships in the workplace.
4. To learn about operational, team work, organization and working time management in Royal Tulip Gunung Geulis Resort and Golf.

1.3 The Advantages of Internship

1.3.1 The Advantages for Student

The advantages of the internship program for student:

1. Getting experience in the field hospitality field, especially in 5-star hotel.
2. Improve communication skills, build self-confidence, develop guest service, and learn professionalism at work.
3. Does not require much time to adapt to the work environment.
4. Gain knowledge about operational and the process of work activities in the Front Office Department.
5. Able to have good work environment and have new friends or partner who has an educational background in hospitality.

1.3.2 The Advantages for University

The advantages of the internship program for University:

1. This internship is expected to be useful for the development of hospitality science in hotel and tourism courses, so that it can be used as a reference for students when carrying out internships, and after graduating from University of Darma Persada.

2. Broaden the name of University of Darma Persada and strengthen cooperation or relation between university and the company.

1.3.3 The Advantages for Company

The advantages obtained by the company for accepting students to do internship are:

1. Internship program provide considerations to further improve the quality and quantity and participate in advancing development in the field of education.
2. Help work in companies or agencies according to the position and department of the student during the internship.
3. Strengthen relationship between company and university.

1.4 Procedure of Internship

Based on the provisions in force at University of Darma Persada for Diploma III vocational programs are required to do internship in an agency or company and prepared report writing in the form of scientific work. To do an internship program, there are several things to carry out:

1. Searching information about the company to be addressed and the availability in the department of the position to be applied for.
2. Proposing a request letter to University of Darma Persada to get an internship permit. The letter was approved by the Head of English Program and brought at the Secretariat Faculty of Language and Culture to be scaled.
3. Sending a letter of request and other requirements of internship, such as Curriculum Vitae (CV), Academic Transcript, Identification photo, and Application Letter to the Human Resource Department of Royal

Tulip Gunung Geulis Resort and Golf.

4. Having two times interview process concerning to the internship.
5. Following up on the internship confirmation from the Human Resource Department of Royal Tulip Gunung Geulis Resort and Golf.
6. Receiving a confirmation call from the Human Resource Department of Royal Tulip Gunung Geulis Resort and Golf to have the internship in the schedule time on March and informing it to the Head of English Program.

1.5 Time and Place of Internship

On March 14, 2022, the writer is placed in the Front Office Department of Royal Tulip Gunung Geulis Resort and Golf as a part of Guest Service Center (GSC). On April 16, 2022, the writer gets the opportunity to moved to Guest Relation Officer (GRO).

The internship program is carried out starting from March 14, 2022 and finished on March 31, 2022. During the internship, the working time is 9-hours for a day, from 9 A.M until 7 P.M.



Picture 1.1 Royal Tulip Gunung Geulis



Picture 1.2 Hotel Lobby Reception Royal Tulip Gunung Geulis

1.6 Writing Organization of the Internship Report

After finishing the internship program, the students of Diploma of English Department University of Darma Persada have to write an internship report. The internship report consists of the whole details about the internship taken. There are five chapters in the report and each has sub-chapters with different substances. Here are the organization:

CHAPTER I INTRODUCTION

The chapter consists of the background, objectives, advantages, place, and time of the internship, and writing organization of the report.

CHAPTER II GENERAL REVIEW

The chapter consists of a general review of the institution in which the internship takes place. This includes the definition, history, vision and missions, and chart of the institutional organization.

CHAPTER III INTERNSHIP ACTIVITIES

This chapter consists of activities carried out during the internship and details of the work.

CHAPTER IV PARTICULAR POINTS

This chapter consists of obstacles and benefits obtained during and after the internship and reports writing.

CHAPTER V CLOSING

This chapter consists of the conclusion of the reports and suggestions for future internship or writing.

