

## **CHAPTER 1. INTRODUCTION**

### **1.1 Background**

Surabaya is the largest city in Java Island. No wonder when this city became one of the largest business center in Java and even Indonesia. Unlike the city of Banyuwangi or Malang which has many natural attractions, Surabaya better known as the city of business. Various populations residing or visiting this place, the majority reasons are due to hold meetings with business associates. Therefore, in Surabaya, there are many specialty and towering shopping malls. In addition, Juanda Airport was standardized International given the many business partners who come from outside Java Island and even abroad.

In order to meet the needs of businessmen from abroad, many hotels in the 'City of Heroes' compete in providing a place to stay classy, qualified, convenient and also secure. One of the best among another is Shangri-la Hotel Surabaya. Shangri-la Hotel Surabaya is the best five star hotels in East Java in the category "Best Five Stars Hotel Service". The hotel has a total of 383 the number of rooms, several restaurants, and is supported by a variety of other facilities for the convenience of in-house guests.

Shangri-la Surabaya is well-known in both, domestic or foreign traveler as a hotel who has a service quality above standard. The hospitality service that is given by this hotel is really satisfying. For instance, the guests, who have come to this hotel more than three times, will be recognized well to the hotel staffs. It makes the guests feel nice and homey. The guests' personal service is also fantastic. The hotel staffs especially the concierge, are always try to supply any kind of request from guests as soon as possible. This action automatically makes the guests feel prioritized. The hotel staffs are also has good speaking skill in English. It is obvious will makes any needs of guests will be achieved soon and there will be no miss-understanding. Based on the explanation above, I really interested to conduct my internship program at Shangri-la Hotel Surabaya. Of course, besides I could be able to apply my English skill, having internship

program in this hotel could help me understand how five stars hotel's staffs run the professional duties.

## **1.2. Objectives**

The objectives of internship program are:

- a. To apply my knowledge that I received in a three year diploma English study program especially in hotel and restaurant subject
- b. To know about real work life in the company.

## **1.3. Significances**

The significances of internship program are:

### **1.3.1 For the Writer**

- a. To give an obvious overview about the real work place behavior.
- b. To know system and situation of industrial business.
- c. To achieve valuable knowledges and work experiences, and improve interpersonal skills such as confidence, maturity and decision making.
- d. To train self-disciplines and responsibilities in handling jobs at work place during internship program.

### **1.3.2 For English Study Program**

- a. To build a good relationship between Shangri-la Hotel Surabaya and Politeknik Negeri of Jember, for future academic and professional development of English Study Program's students.
- b. To open potential job opportunities for English Study Program's graduates in the future

### **1.3.3 For Shangri-la Hotel Surabaya**

Shangri-la Hotel Surabaya can get additional employee to make their operational work become easier.

#### 1.3.4 For the Reader

The readers which are especially the students of Politeknik Negeri Jember, can get preliminary information as prior knowledge if they want to conduct an internship program in Shangri-la Hotel Surabaya. Then, the students also have the overview how to conduct Internship Program in Shangri-la Hotel Surabaya well.

### **1.4 Place and Time or Internship Program**

The location and time of internship program were:

#### 1.4.1 Location of internship program

The internship program was conducted at Shangri-la Hotel Surabaya which is located at Mayjend Sungkono Street 120 Surabaya 60256, East-Java, Indonesia. The phone number of Shangri-la Hotel Surabaya is (031) 6003 8888 and the fax number is (031) 566 1570. The e-mail address is [sur@shangri-la.com](mailto:sur@shangri-la.com) and the website is [www.shangri-la.com](http://www.shangri-la.com)

#### 1.4.2 Time of internship program

The internship program was conducted from March 17<sup>th</sup>, 2016 up to June 16<sup>th</sup>, 2016 (3 months). The writer spent the time on six days work and one day-off that was divided into morning shift (6 a.m up to 2 p.m) and afternoon shift (2 p.m up to 10 p.m) and for the day-off was irregularly depends on the occupancy of the hotel.