

## **CHAPTER 1. INTRODUCTION**

### **1.1 Background**

Politeknik Negeri Jember is the only one vocational college in Jember. This college is oriented to the teaching and learning process at level of expertise, skill, standard competency in accordance with job market needs. Besides, it also oriented to the science, technology, and entrepreneurship. Politeknik Negeri Jember has purpose to generate graduates who are quality, innovative, competitive and have entrepreneurial ability. To reach it, this college carries out the program called Internship Program. Internship Program is a program conducted by students in order to apply their skill and knowledge gotten from college. Moreover, the program also aimed to make students know about work environment.

One of study programs at Politeknik Negeri Jember which is English Study Program also applies this program to its students. Of course, English Study Program has given its students basic knowledge and necessary skills before conducting Internship Program. There are English for General Purpose and English for Specific Purpose. English for General Purpose consists of material about English skill such as listening, speaking, writing, and reading. Meanwhile, English for Specific Purpose consists of special material such as English for Correspondence, English for Hotel and Restaurant, Public Speaking, Public Relation, and so on. All of those materials can help students to improve and develop theirs skill in conducting Internship Program. The writer chose a material which was English for Hotel and Restaurant in applying skill and knowledge for joining Internship Program. Then, the writer chose Fairfield by Marriott Hotel Surabaya as place of Internship Program.

The writer considered that Fairfield by Marriot Hotel Surabaya as place of Internship program, because Fairfield by Marriot Hotel Surabaya is one of big hotels in Surabaya that has good credibility and excellent service. Therefore, the writer chose this hotel because he believed that her skill and knowledge could be applied well by conducting Internship Program here.

## **1.2 Objectives**

### 1.2.1 General Objective

To develop certain skill and ability that has not been obtained from the college yet.

### 1.2.2 Specific Objectives

The objectives of the internship program are as follows :

- a. To gain new knowledge and experience about hospitality.
- b. To apply and develop skills and knowledge that have been gotten from college such as English for Hotel and Restaurant, Speaking, Public Speaking, and Public Relation.

## **1.3 Significances**

The significances of the internship program are as follows :

### 1. For The Writer

- a. To apply and develop the writer's abilities and knowledge.
- b. To know and train how to be a professional in work environment.

### 2. For English Study Program

- a. To establish a great relationship between Fairfield by Marriott Hotel and Politeknik Negeri Jember, for future academic development of English Study Program's students.
- b. To open potential job opportunities for English Study Program's graduates in the future .

### 3. For Fairfield by Marriott Hotel

- a. Fairfield by Marriott Hotel will has additional worker on some departments.
- b. Fairfield by Marriott Hotel will get an overview to hire new employee future.

### 4. For The Reader

- a. To get the information about conducting internship program at Fairfield by Marriott.

- b. To overview how to conduct Internship Program in Fairfield by Marriott Hotel.

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

The location and time of the internship program were:

##### **1.4.1 The Location of Conducting the Internship Program**

This Internship Program was conducted in Fairfield by Marriott which is located at Jalan Mayjen Sungkono No. 178, Dukuh Pakis, Surabaya – East Java 60225

##### **1.4.2 Time of the Internship Program**

The time for doing the Internship Program at Fairfield by Marriot was 3 months. It was started from March 1<sup>st</sup> to May 31<sup>st</sup> 2018.

The beginning hour during this internship program was 9 hours every day, for morning shift (M) started from 08.00 am until 05.00 pm, for middle shift (MD) started from 11.00 pm until 08.00 pm, and for afternoon shift (A) started from 02.00 pm to 10.00 pm. The schedule of the internship program was made randomly. In first month, the internship program was conducted with two days off in a week. But in the next week, it was conducted with one day off.