

# **CHAPTER 1**

## **INTRODUCTION**

### **1.1 Background**

As defined by the United Nations World Tourism Organization (UNWTO, 2008), tourism is defined as traveling and staying outside one's usual surroundings for general purposes such as business and leisure, or other purposes, such as religious purpose, science and research purpose, health purpose, and even culinary. It is possible to travel domestically and internationally through tourism. Tourism is a social, cultural, and economic phenomenon whereby people travel to countries or places outside their usual environment for personal, business, or professional reasons. This group of people are considered visitors (which can be either tourists or excursionists; residents or non-residents), and tourism has everything to do with what they do, some of which are associated with tourism expenditures. Under this definition, tourism includes any travel lasting more than 24 hours and not exceeding one year.

Hospitality and tourism are mutually dependent on each other and have a reciprocal relationship where industries depend on each other to flourish. To survive and prosper, hotels require a booming tourism industry with many tourists staying in their hotels. Tourism, on the other hand, requires high-quality hotels and a lot of accommodation to meet the needs of tourists while visiting a country. To maintain a high-quality hotel, ensure that the hotel places a high priority on training its staff. It is vital to have this in place because, in the long run, it will minimize mistakes

and increase the reduction of costs. A successful hotel and team will also proper training (Montesdeoca, 2022). Training does not just mean attending one-off classes or learning protocols. It is much more than that. There is a continuous effort that needs to be made. Throughout the day, there are constant training opportunities for management and the team. Management must take advantage of these opportunities to reward and coach them daily.

There is no doubt that internships are becoming more and more relevant before entering the world of work these days. As a result of taking part in an internship program, undergraduate students have the opportunity to meet many people from various backgrounds. When they graduate, they will be able to get a job easier as they can get a job sooner rather than later. It is relevant to note that some companies use the internship program as a hunting ground for upcoming employees in some cases. The knowledge and experience acquired during an internship may not necessarily be comparable to those gained during the four years of study. In the hopes that through participation in this internship, students will gain a better understanding of the intricacies of the working world. Several benefits can be obtained from participating in internship activities, such as being a provision when graduating, increasing experience, expanding networks, recruiting opportunities, and enriching CV (Ernis, 2022).

Businesses may also use internships as talent pipelines to fill full-time employees. Employers may regard an internship as a variety of things, including a longer interview, the opportunity to train the candidate, and a clever means of recruiting someone for an available position. As a result, some college students may

be able to enter their senior year with employment offers in hand, which will allow them to have a much less stressful last year at school. In a nutshell, internships may help you find out what career route is best for you, making it simpler to land your first full-time employment in the field of your choice.

Hotel internships are an excellent method for anybody interested in a career in the hospitality industry to study and obtain actual job experience. Interns in the hospitality industry can travel and discover the world. This is because the hotel business values diversity and wants individuals from many origins and cultures. Hospitality internships are frequently students' first opportunity to obtain job experience overseas. The hotel business offers students significant exposure into a varied profession that spans many different industries. Hospitality interns can select from a variety of training internships in areas such as hotels, tourism, and restaurants. However, many students decide after finishing their hospitality internship programs that they want to work in a more specialized area of the hospitality sector, such as event planning or tourism attraction management. Completing a hospitality internship program may also assist many students select which area of the hospitality business they want to work in as they continue their studies and eventually seek employment. Participating in a hospitality internship program is an excellent method to gain valuable professional experience and exposure to a fun and friendly employment environment.

Ijen Suites Resort & Convention Malang seems to be a well-established resort with an internship program that could interest this writer. The scenery, environment, and even the hotel's architecture represent the culture of Java. Guests

will see so many wall paintings with the theme of wayang and the names of the meeting rooms taken from the names of the wayang-wayang figures. Due to this, the writer will have a much higher chance of communicating in English with foreign tourists by applying to the Ijen Suites Resort & Convention. The writer can implement the communication and hotel management skills learned at Universitas Ma Chung.

## **1.2 The Objective of the Internship**

It is the writer's objective to complete this internship to achieve the following objectives:

1. To ensure that the requirements of Ma Chung University are met to graduate and obtain a bachelor's degree.
2. To gain a better understanding of the professionalism of the working environment, especially that of the hospitality sector
3. To apply the knowledge and theories discussed during the lectures about hospitality management and communication in hotels concerning the tourism industry.
4. To identify some problems at the hotel and offer possible solutions to these problems.
5. To build a good connection between Universitas Ma Chung and Ijen Suites Resort & Convention Malang.

### **1.3 The Scope of The Report**

This internship report aims to share the writer's observations about how hotels work and how hotel staff communicate with guests during the internship experience. In this article, the author will focus on a specific problem and provide some suggestions on how to solve it.

### **1.4 The Significance**

There are three significances in doing this internship:

1. The significance for English Letters study program of Universitas Ma Chung

This report will be useful to students who are interested in interning in the hotel industry and who are interested in the topic. In addition, the writer will be able to establish a stronger connection with Universitas Machung. Therefore, the writer has opened a new internship opportunity at Ijen Suites Resort & Convention Malang for English Letters study program students.

2. The significance for the writer

The writer was able to observe how the hotel works. Even though the writer was assigned to work in the accounting department, she could also observe the other department. The writer learn from observing the Front Office department which is assigned as the heart of the hotel as this department's job is to welcome the guest and give the guests all the information they need, the Housekeeping department which is assigned to keep the hotel clean, especially the

bedrooms, including the surrounding area, the Food and Beverage Product department which is assigned to prepare the meal for the guests, the Food and Beverage Service department which is assigned to bring the meal that has been made to the guests, the Banquet department which is assigned to prepare for guests' events and important meetings, the Engineering department which is assigned to maintain all of the electronics and buildings of the hotels, and Back Office department that is divided into the Accounting department which is assigned to supply all of the departments' needs and to check every department's stocks, the Sales and Marketing department which is assigned to promote the hotel and be the first to be contacted by people who want to hold important events or meetings, the Human Capital and the Supervisors department who oversees all parts and the running of the hotel.

### 3. The significance for Ijen Suites Resort & Convention Malang.

Ijen Suites Resort & Convention Malang can a competent trainee who can speak English fluently and was used to learn about hotel management and tourism. As a result of understaffing issues during the pandemic, Ijen Suites Resort & Convention Malang gained a workforce during a difficult time by letting the students join as trainees.

## **1.5 Operational Definitions of The Key Terms**

- Stakeholder : Guests, employees, staff, interns

- Communication : Communication processes can be explained as the act of exchanging information between a person, a group of people, or a place. Communication is a process in which there is at least one sender, a message, and a recipient involved in it. There are a variety of factors that can affect the way a message is sent from the sender to the recipient. The emotions we feel, the cultural context, the communication medium, and even our location all play a role here.
- English Proficiency : The ability to master English language completely and effectively. Students are assessed on their ability to use academic English in a spoken and written context in an assessment that the department determines as part of their degree program.