

LAPORAN KULIAH UMUM

A. TEMA

Tema Kuliah Umum : *Welcoming Generation Z: In Developing Skills to Enter the World of Hospitality.*

B. TEMPAT dan WAKTU

Tempat : Gedung MICE Widyatula Politeknik Pariwisata Bali

Tanggal : Rabu, 24 April 2024

Waktu : 09.00 - 12.00 WITA

C. NARASUMBER/ PEMBICARA

Nama : Virmigia Risnayani Vira

Jabatan : *Directors Human Resources The Apurva Kempinski Bali*

D. PESERTA

Peserta Kuliah Umum berjumlah 3 kelas yang terdiri dari kelas A, B, dan C program studi Divisi Kamar semester 2.

E. ISI KULIAH UMUM

Thriving in the hospitality workplace a guide for generation z

Today We'll Explore Strategies and Tips to Excel Dynamic and Fast - Paced World of Hospitality

Understanding Generation Z in Hospitality

1. Characteristic: tech-Savvy, adaptable, value work-life balance, seek meaningful experiences.
2. Strengths : Ability to embrace change, creativity, digital proficiency
3. Challenges : Short attention spans, balancing technology use with interpersonal skills.

Key Pillars of Success

1. Customer focus : Prioritize delivering exceptional customer experiences by anticipating needs and exceeding expectations

2. Adaptability : Embrace change and learn to navigate diverse situations and challenges effectively.
3. Collaboration : Foster teamwork and communication to achieve common goals and enhance guest satisfaction
4. Resilience : Develop resilience to overcome setbacks and maintain a positive attitude in demanding situations

Developing Essential Skills

1. Communication : Hone your verbal and written communication skills to effectively interact with guests and colleagues.
2. Problem Solving : Cultivate creative problem-solving abilities to address guest concerns and improve operations.
3. Time Management : Learn to prioritize tasks and manage time efficiently in a fast-paced environment.
4. Emotional Intelligence : Develop empathy and emotional intelligence to connect with guests and handle difficult situations with professionalism

Embracing Technology

Utilize technology to streamline operations, enhance guest experiences, and stay ahead of industry trends. Familiarize yourself with hospitality management software, online booking platforms, and communication tools. Balance technology use with interpersonal skills to maintain genuine connections with guests and colleagues.

Continuous learning and growth

Stay updated on industry trends, customer preferences, and new technologies through ongoing learning and professional development. Seek feedback from supervisors and colleagues to identify areas for improvement and growth opportunities. Take initiative to pursue certifications, attend workshops, and participate in industry events to expand your knowledge and skills.

Wellness and Work - life Balance

Prioritize self-care and wellness to maintain physical and mental well-being amidst the demands of the hospitality industry. Advocate for work-life balance

within your workplace culture and support your colleagues in prioritizing their well-being. Establish boundaries and allocate time for rest, relaxation, and pursuing personal interests outside of work.

The hospitality industry is a dynamic and multifaceted sector that revolves around providing services to guests or customers. It encompasses a wide range of businesses, including hotels, restaurants, bars, resorts, event planning, tourism, and more.

At its core, the nature of work in the hospitality industry is centered on delivering exceptional customer experiences. This involves various roles, such as:

1. Customer Services
2. Operations
3. Food & Beverages
4. Management
5. Sales & Marketing
6. Event Planning

The Nature of Work In The Hospitality Industry, fast-paced and demanding, requiring excellent communication, interpersonal, and problem-solving skills. Flexibility, adaptability, and a passion for providing exceptional service are also essential qualities in this field. Additionally, teamwork and collaboration are crucial, as many tasks require coordination among various departments to deliver a seamless experience for guests.

Career Roadmap

1. Obtain skills & competence
2. Grow experience & portfolio
3. Build your network
4. Enjoy setbacks & leap forward
5. Make an impact
6. Be passionate & have some fun

F. MATERI

Materi telampir

G. DISKUSI dan TANYA JAWAB

1. Pertanyaan :

Bagaimana mengubah perspektif orang - orang terhadap gen z, seperti mental health, stress, dll?

Jawaban :

Belajar mengkomunikasikan diri apa yang kita perlukan, apa yang kita inginkan/ butuhkan supaya orang lain mengerti dan sama- sama nyaman sehingga bisa menghilangkan perspektif yang tidak baik, kuncinya adalah komunikasi.

2. Pertanyaan :

Apakah memungkinkan buat kita - kita ini yang tidak punya orang dalam/ networking untuk diterima di *The Apurva Kempinski Bali* semisal kalau kita apply training disana?

Jawaban :

Pada dasarnya jika itu suatu opini atau asumsi masyarakat itu dapat dikatakan hoax karena belum tentu hal tersebut terjadi di industri, tetapi perlu kita tahu bahwa tidak menutup kemungkinan untuk mempunyai orang dalam itu penting sebagai batu loncatan kita untuk berkecimpung di dunia industr.

H. KESIMPULAN

Kesimpulan yang dapat diambil dari Kegiatan Kuliah Umum ini adalah mendapatkan pengetahuan bagaimana kita sebagai generasi z memahami karakteristik, kekuatan, dan tantangan dalam dunia perhotelan. Pada kegiatan Kuliah Umum ini juga kita diberitahu ada 4 pilar untuk menuju kesuksesan, keempat pilar itu adalah fokus pelanggan, adaptasi, kolaborasi dan ketahanan. Kita sebagai generasi z diharapkan mampu untuk memenuhi keempat pilar tersebut supaya mencapai kesuksesan. Sebagai generasi z kita harus terus mengikuti perkembangan tren industri, preferensi pelanggan, dan teknologi baru melalui pembelajaran berkelanjutan dan pengembangan profesional untuk dijadikan sebagai pembelajaran dalam perkembangan berkelanjutan.

I. DOKUMENTASI





THRIVING IN
THE
HOSPITALITY
WORKPLACE
A GUIDE FOR
GENERATION Z



VIRMIGIA RISNAYANI

- SURABAYA. BALI. WORLD
- PSYCHOLOGY. HOSPITALITY.
SUSTAINABILITY
- FRIENDS. DEVIL WEARS PRADA.
EVENGERS. STARTREK
- ROOTS. NOTHING IS IMPOSSIBLE. EQUITY

TODAY WE'LL EXPLORE
STRATEGIES AND TIPS TO EXCEL
IN DYNAMIC AND FAST-PACED
WORLD OF HOSPITALITY.

Understanding Generation Z in Hospitality

CHARACTERISTIC:

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STRENGTHS:

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CHALLENGES:

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Key Pillars of Success

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ADAPTABILITY

Embrace change and learn to navigate diverse situations and challenges effectively.

COLLABORATION

Foster teamwork and communication to achieve common goals and enhance guest satisfaction

RESILIENCE

Develop resilience to overcome setbacks and maintain a positive attitude in demanding situations



Developing Essential Skills

COMMUNICATION

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PROBLEM-SOLVING

Cultivate creative problem-solving abilities to address guest concerns and improve operations.

TIME MANAGEMENT

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EMOTIONAL INTELLIGENCE

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4. MANAGEMENT

2. OPERATIONS

5. SALES &
MARKETING

3. FOOD & BEVERAGE

6. EVENT PLANNING

THE NATURE OF WORK IN THE HOSPITALITY INDUSTRY



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& have some fun!

5. Make an impact

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3. Build your Network

2. Grow Experience & portfolio

1. Obtain Skills & competence

Any
Questions?



Thank
Matur Suksema
you!

FIND ME ON:



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Risnayani



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