ABSTRACT

In highly competitive market, in which hospitality industry operates, requires a skillful workforce in order to remain a successful player in the competitive game of hospitality industry. Training is a part of the human resource department developed to create a skillful employee. This Final Project Work of Professional Competence examines the impact of training through awareness of rules in two stars hotel in DKI Jakarta. By examining this research, the researchers clarify to identify the positive impact of training to rules. Data have been collected from observation and questionnaires distribution. The result of data collection is there is a big connection from training towards awareness of rules which can be seen from rules indicator result. Future research is recommended to assess the impact of training towards awareness of rules. This may need to be repeated at certain intervals to monitor any further changes that may result in this research.