

**FRONT OFFICE DEPARTMENT
THE DHARMAWANGSA JAKARTA**

Submitted for partial fulfilment of the course curriculum



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**UNIVERSITAS MULTIMEDIA NUSANTARA
TANGERANG
2021**

INDUSTRIAL PLACEMENT REPORT VALIDATION
FRONT OFFICE DEPARTMENT IN
THE DHARMAWANGSA JAKARTA

BY

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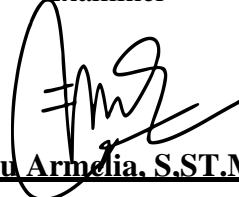
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Tangerang, 19 December 2021



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ABSTRACT

The industrial placement program is a mandatory program for hotel operations students at Universitas Multimedia Nusantara. Every student will take on a 6 month internship on their third semester at the hotel of their choosing. The objective of this internship program is for students to improve their skill set, face real work environments and also to apply their knowledge from the last 2 semesters. The writer chooses front office department at The Dharmawangsa Jakarta for his industrial placement program. The industrial placement that the writer chooses at The Dharmawangsa is held from the 23rd of August 2021 until 14th January 2022. The writer chooses The Dharmawangsa because of its exclusivity and luxury. By joining the industrial placement program, the writer learn on how the hotel industry works, experience real work in the hotel industry, and also gain a lot of knowledge about the hotel industry. The writer hopes that this report could reach out to juniors and help them to prepare for their future industrial placement.

Keyword: *The Dharmawangsa, Front Office, Hotel, Industrial Placement, UMN.*

ABSTRAK

Program penempatan industri merupakan program wajib bagi mahasiswa operasional hotel di Universitas Multimedia Nusantara. Setiap siswa akan mengambil magang 6 bulan pada semester ketiga mereka di hotel yang mereka pilih. Tujuan dari program magang ini adalah agar mahasiswa dapat meningkatkan skill set, menghadapi lingkungan kerja yang nyata dan juga untuk mengaplikasikan ilmu yang telah diperoleh selama 2 semester terakhir. Penulis memilih departemen front office di The Dharmawangsa Jakarta untuk program penempatan industrinya. Penempatan industri yang penulis pilih di The Dharmawangsa berlangsung dari tanggal 23 Agustus 2021 sampai dengan 14 Januari 2022. Penulis memilih The Dharmawangsa karena eksklusivitas dan kemewahannya. Dengan mengikuti program penempatan industri, penulis belajar tentang bagaimana industri perhotelan bekerja, mengalami pekerjaan nyata di industri perhotelan, dan juga mendapatkan banyak pengetahuan tentang industri perhotelan. Penulis berharap laporan ini dapat menjangkau junior dan membantu mereka untuk mempersiapkan penempatan industri mereka di masa depan.

Kata Kunci: *The Dharmawangsa, Front Office, Hotel, Industrial Placement, UMN*

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