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**FRONT OFFICE & HOUSEKEEPING DEPARTMENT**

**VIDEO LEARNING PROJECT**

**Industrial Placement Report**

Submitted for partial fulfillment of the course curriculum



**UMN**  
UNIVERSITAS  
MULTIMEDIA  
NUSANTARA

Name : Novi Anelia

Student ID : 00000034670

Program : Hotel Operations

Faculty : Business

**UNIVERSITAS MULTIMEDIA NUSANTARA**

**TANGERANG**

**2020**

**INDUSTRIAL PLACEMENT REPORT VALIDATION  
FRONT OFFICE & HOUSEKEEPING DEPARTMENT  
VIDEO LEARNING PROJECT**



**UMN**  
UNIVERSITAS  
MULTIMEDIA  
NUSANTARA

BY

Name : Novi Anelia  
Student ID : 00000034670  
Faculty : Business  
Program : Hotel Operations

Tangerang, 12 December 2020

Advisor

Yoanita Alexandra, S.E, B.A, M.Par  
NIDN. 0313089201

Examiner

Adestya Ayu Armielia, SST.Par., M.Si.Par.  
NIDN. 0323128505

Acknowledged by,

Head of Hotel Operations Department

Ojke Prawira, S.ST, M.Si.Par  
NIDN. 0428108007

## NON-PLAGIARISM DECLARATION FORM

Hereby, I:

Name : Novi Anelia

Student ID : 00000034670

Program : Hotel Operations

Who have conducted an Industrial Placement at:

Hotel : Video Learning Project

Department : Front Office & Housekeeping

Hotel Address : Jl. Scientia Boulevard, Gading, Kec. Serpong, Tangerang, Banten  
15227

Training periods : July - October

Advisor : Yoanita Alexandra, S.E, B.A, M.Par

Confirm that this report is my own work, is not copied from any other person's work (published or unpublished), and has not previously submitted for assessment either at Universitas Multimedia Nusantara or elsewhere. Every citation and quote from different sources has been mentioned at Bibliography part in this report. If one day, a fraud is found in the report or in the industrial placement, I accept to receive the sanction, which is failing in Industrial Placement subject.

(Bekasi, 23 July 2020)



(Novi Anelia)

(00000034670)

## **ABSTRACT**

Video Learning Project is a project to replace the Industrial Placement Program made by lecturers due to a pandemic this year, with the aim that students who are not allowed to do the Industrial Placement at a hotel or dormitory can still graduate in this 3<sup>rd</sup> semester.

During this Industrial Placement Program, the writer needs to complete making 14 videos learning project, three videos of the Front Office Department, three videos of the Housekeeping Department, and two videos given by every Hotel Operations Program Lecturers, and also the writer needs to make some quizzes that are already provided by the lecturer.

By doing this Industrial Placement program, the writer faced some problems when doing the shooting process. The problem is that equipment for the shooting cannot be borrowed for one month. Still, the writer can solve the problem by asking for help from the lecturer and admin in Hotel Operations Program.

***Keywords: Industrial Placement Program, Video Learning Project, Hotel Operations Program***

## **PREFACE**

First of all the writer would like to express gratitude to almighty God to enabling the writer to complete this Industrial Placement report. And also the writer would like to show gratitude to Ms. Dessy Novita Lengkey as a Human Resources Manager Universitas Multimedia Nusantara who allows me to do an industrial placement at Universitas Multimedia Nusantara.

The writer also does not forget to thank Ms. Septi Fahmi Choirisa, S.Kom.I, M.Par as the Industrial Placement coordinator who has helped the writer in coordinating many things, and also to Ms. Yoanita Alexandra, S.E, B.A, M.Par who has helped the writer as a supervisor during the writer Industrial Placement.

Most importantly the writer is very grateful to Erick Wibisono, Christian Auryn, Revo Sambora, and Agnes Michelle from film and television program that have been willing to join the team, and helped the writer in the process of shooting and editing videos. Without the help of these people, it is unlikely that this Industrial Placement process will run well.

Finally, the writer really hopes that this report can be very useful to the readers and help the readers to get through the Industrial Placement Program.

**Novi Anelia**

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