

HOUSEKEEPING DEPARTMENT
MANDARIN ORIENTAL JAKARTA

Industrial Placement Report

Submitted for partial fulfillment of the course curriculum



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Faculty : Business

UNIVERSITAS MULTIMEDIA NUSANTARA
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INDUSTRIAL PLACEMENT REPORT VALIDATION
HOUSEKEEPING DEPARTMENT MANDARIN ORIENTAL
JAKARTA

BY

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NON-PLAGIARISM DECLARATION FORM

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Who have conducted an Industrial Placement at:

Hotel : Mandarin Oriental Jakarta

Department : Housekeeping

Hotel Address : Jalan MH. Thamrin RT1/RW5, Menteng, Jakarta

Training periods: 12 July 2021 - 11 January 2022

Advisor : Mr. Anton Harianto

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(Jakarta, 19 December 2021)



Beata Nouhan

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ABSTRACT

This industrial placement report represents the development of the writer not only through skills but also emotionally during the 6 months of training period in Mandarin Oriental Jakarta. This industrial placement was done not only to fulfill campus' obligations but also for the writer to learn in a real-time working environment. During the 6 months of training, the writer was placed in the housekeeping department and gained a lot of knowledge starting from the practical knowledge in doing the job descriptions to little details such as product knowledge and also history. Not only that, this report also discusses how the writer's department is related to other departments and also how the writer faced their problems and came up with a solution for it. From all the experiences that were gained in the industrial placement, the writer then can come to a conclusion that it was beneficial for the writer to gain knowledge and improve their problem solving skills. Lastly, the writer could also give out recommendations both for the hotel and the next batch that are going to have an industrial placement.

Keywords : Mandarin Oriental, housekeeping, training.

ABSTRAK

Laporan magang ini merepresentasikan perkembangan penulis tidak hanya melalui keterampilan melainkan juga secara emosional selama menjalani permagangan di Mandarin Oriental Jakarta selama 6 bulan. Program magang ini dilakukan tidak hanya untuk memenuhi kewajiban dari kampus tetapi juga untuk penulis agar dapat belajar di lingkungan kerja sesungguhnya. Selama masa permagangan, penulis ditempatkan di departemen housekeeping dan memperoleh banyak pengetahuan baru mulai dari bagaimana menyelesaikan tugas sesuai dengan job desk hingga detail-detail kecil seperti pengetahuan produk dan juga sejarah hotel. Tidak hanya itu, laporan ini juga mendiskusikan bagaimana departemen penulis berkaitan dengan departemen-departemen lain di hotel dan juga bagaimana penulis menghadapi masalah mereka dengan mencari solusinya. Dari pengalaman yang didapat, penulis dapat menyimpulkan bahwa program magang ini sangatlah bermanfaat untuk menambah pengetahuan dan mengembangkan skill problem solving. Pada akhirnya, penulis juga dapat memberikan saran untuk pihak hotel dan juga batch selanjutnya yang akan menjalani program magang.

Kata Kunci : Mandarin Oriental, housekeeping, magang

PREFACE

As the global pandemic started in early 2020, it turned the whole hospitality and tourism industry upside down. It stopped abruptly and had to crawl its way up again, facing the new situation. The pandemic changed how the industry works, making sure that both customers and providers are all safe. These new ways of working was learnt by the writer during the 6 months of training period in Mandarin Oriental Jakarta. At first, it was thought to only be for the completion of schoolworks. But later on the field, the writer realized that it is more than that. It was also about the experience and the connection that was made. Therefore, the writer hopes that with the completion of this report, the readers will be encouraged to take the industrial placement in order to gain more skills as well as connections and knowledge. This whole completion of both the industrial placement and the process of writing the report would not have been possible without the help of God Almighty who has blessed the writer to stand the 6 months of training period. The writer's advisor, Mr Anton Harianto, as well as the other lecturers who had taught, guided and supported the writer throughout the 6 months of training period. And also the writer's friends that had encouraged the writer to stay strong and to finish the whole training period.

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