

**HOUSEKEEPING DEPARTMENT IN
MANDARIN ORIENTAL JAKARTA**

Industrial Placement Report

Submitted for partial fulfillment of the course curriculum



UMN
UNIVERSITAS
MULTIMEDIA
NUSANTARA

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Program : Hotel Operation

Faculty : Business

**UNIVERSITAS MULTIMEDIA NUSANTARA
TANGERANG**

2021

INDUSTRIAL PLACEMENT REPORT VALIDATION
HOUSEKEEPING DEPARTMENT IN MANDARIN ORIENTAL
JAKARTA

BY

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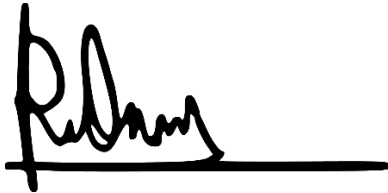
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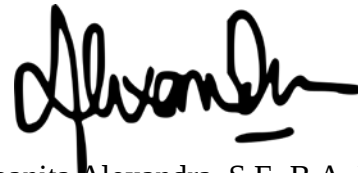
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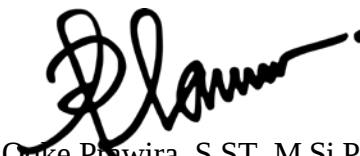


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NON PLAGIARISM DECLARATION FORM

Hereby, I

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Student ID 00000043987

Program : Hotel Operations

Who have conducted an Industrial Placement at:

Hotel : Mandarin Oriental Jakarta

Department : Housekeeping

Hotel Address : Jl. M.H. Thamrin, RT.1/RW.5, Menteng, Kec. Menteng, Jakarta, Daerah Khusus Ibukota Jakarta 10310

Training Periods: 12 July 2021 – 11 January 2022

Advisor : Dr. Ringkar Situmorang, B.Sc., MBA

Confirm that this report is my own work, is not copied from any other person's work (published or unpublished), and has not previously submitted for assessment either at Universitas Multimedia Nusantara or elsewhere.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.

Tangerang, 18 December 2021



Bartholomeus Pranandaru Winasis

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ABSTRACT

Multimedia Nusantara University Hotel Operations Program has an Industrial Placement program for students that skills need to be improved while facing the actual working experience in the Housekeeping Department, especially make up rooms, public areas as well as understanding the hotel's standard operational procedures. The Industrial Placement is held from 12th July 2021 until 11th January 2022 in Mandarin Oriental Jakarta. The writer chose Mandarin Oriental because it is the ideal hotel to support the writer Industrial Placement program, as it has a well-experienced staff and human resources to guide the trainees to be able to keep up the work quality and the standard of the 5-star hotel until the training period ends. Even though the writer is doing the Industrial Placement during the pandemic era, the strict health protocols in the hotel have to be applied, so all of the guests, staff and trainees will feel safe and responsible. This report contains the details of the company's description, job description, difficulties and experiences during Industrial Placement in Hotel Mandarin Oriental Jakarta. The purpose of this report is to tell the reader about the writer's Industrial Placement experience in Mandarin Oriental Jakarta.

Keywords: Industrial Placement, Housekeeping Department, room and public areas, Hotel Mandarin Oriental Jakarta.

ABSTRAK

Program Hotel Operation Universitas Multimedia Nusantara memiliki program magang bagi mahasiswa semester tiga, dimana mahasiswa mampu meningkatkan keterampilannya dalam menjalankan pengalaman kerja yang sebenarnya di Departemen Housekeeping, terutama keterampilan Housekeeping dasar seperti membersihkan kamar, menjaga kebersihan area hotel, serta memahami standar operasional prosedurnya hotel. Program magang dilaksanakan dari tanggal 12 Juli 2021 sampai dengan 11 Januari 2022 di Hotel Mandarin Oriental Jakarta. Penulis memilih Mandarin Oriental karena merupakan hotel yang ideal untuk mendukung program magang penulis, karena hotel tersebut memiliki staff yang berpengalaman untuk membimbing siswa yang magang agar mampu mengerti untuk bekerja sesuai dengan standar hotel berbintang lima dari awal hingga akhir magang. Walaupun penulis melakukan magang di tengah masa pandemi, segala protokol kesehatan di hotel harus diikuti dengan ketat, sehingga semua tamu, staf, dan siswa magang akan merasa aman dan bertanggung jawab terhadap sesama. Laporan ini berisi tentang penjelasan mengenai perusahaan hotel, tugas-tugas selama magang, kesulitan yang dihadapi penulis, serta pengalaman yang didapat selama magang. Tujuan penulisan laporan ini adalah untuk memberi tahu pembaca tentang pengalaman magang penulis di Hotel Mandarin Oriental Jakarta.

Kata kunci: Program magang, Departemen Housekeeping, kamar dan area hotel, Hotel Mandarin Oriental Jakarta.

PREFACE

I am really grateful to get a chance for doing the Industrial Placement program in the third, it is such great opportunity to greatly improve my skills in the department I chose also achieve many other benefits such as meeting with new people and gain many unforgettable experience as well.

The Industrial Placement program really made a different for me. At first, I was quite shocked about the working procedure and systems in the department, because of the high standards and fast work pace, also need to understand more about the equipment's and department's standard operational procedures. But, in the end I able to overcome my difficulties, with a big appreciate for the supportive seniors and staffs that are willing to help and guide me during the Industrial Placement.

Also a huge thanks for the support to the supervisors and manager for monitoring all trainee's performance in the hotel. I received many supportive and building critics from them. They do really treat all of the trainees like family.

In the end, I hope this report could be a guidance for the juniors who will do the Industrial Placement in Universitas Multimedia Nusantara someday.

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