

FRONT OFFICE DEPARTMENT RAFFLES JAKARTA

INDUSTRIAL PLACEMENT REPORT



NAME: Christopher Steven Sunaryo

NIM: 00000045012

Program: Hotel Operations

Faculty: Business

UNIVERSITAS MULTIMEDIA NUSANTARA

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INDUSTRIAL PLACEMENT REPORT VALIDATION
FRONT OFFICE DEPARTMENT RAFFLES JAKARTA

BY

NAME : Christopher Steven
STUDENT ID : 00000045012
FACULTY : Business
PROGRAM : Hotel Operations

Tangerang, 2021

Advisor

Examiner



Septi Fahmi Choirisa, S.Kom.I, M.Par
NIDN. 0325099102



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

Acknowledge by :

Head Of Hotel Operations Program



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

NON-PLAGIARISM DECLARATION FORM

Hereby, I:

Name : Christopher Steven Sunaryo

Student ID 00000045012

Program : Hotel Operations

Who have conducted an Industrial Placement at:

Hotel : Raffles Hotel Jakarta

Department : Front Office

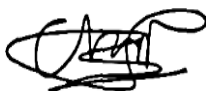
Hotel Address : Ciputra World, Jl. Prof. DR. Satrio No.1, Karet Kuningan, Kecamatan Setiabudi, Daerah Khusus Ibukota Jakarta 12940

Training periods: August 2021 - February 2022

Advisor : Septi Fahmi Choirisa, S.Kom.I, M.Par

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Jakarta, 18 August 2021



Christopher Steven Sunaryo

00000045012

ABSTRACT

Industrial Placement program organized by Universitas Multimedia Nusantara aims to provide opportunities for students to apply the knowledge learned during lectures to the real world of work. Industrial Placement program is also a means to develop competencies and apply the knowledge that has been obtained so that they are able to overcome real problems that occur in the world of work. Industrial Placement program is a mandatory program for all hospitality students at Universitas Multimedia Nusantara. The writer chose Raffles Jakarta as a place to do an internship program. Industrial Placement program is carried out for the period from 5 September 2021 to 2 February 2022. In this Industrial Placement program the writer works in Front Office Departments and 2 different positions, Butler and Concierge. This report contains job descriptions, workflows, working hours, and also insights about Raffles Jakarta Hotel. With this report, it is hoped that readers can understand the internship program carried out in the hospitality study program and also provide an overview of Raffles Jakarta.

Keywords: Industrial Placement, Front Office Department, Butler, Concierge, Raffles Jakarta.Hotel Operations.

ABSTRAKSI

Program magang yang diselenggarakan oleh universitas multimedia nusantara bertujuan untuk memberikan kesempatan untuk para mahasiswa untuk mengaplikasikan ilmu yang dipelajari selama perkuliahan ke dunia kerja yang nyata. Program magang ini juga sebagai sarana untuk mengembangkan kompetensi dan mengaplikasikan ilmu yang telah diperoleh sehingga mampu mengatasi masalah masalah nyata yang terjadi di dunia kerja. program magang merupakan program wajib bagi seluruh mahasiswa perhotelan yang ada di universitas multimedia nusantara. penulis memilih Raffles Jakarta sebagai tempat untuk melakukan program magang. Program magang dilaksanakan pada periode 5 september 2021 sampai 2 february 2022. dalam program magang ini penulis bekerja di 2 posisi yang berbeda yaitu butler dan juga concierge. Report ini berisi tentang job description, workflow, jam kerja, dan juga insight tentang hotel Raffles Jakarta. dengan report ini dibuat diharapkan para pembaca bisa mengerti tentang program magang yang dilaksanakan dalam program studi perhotelan dan juga memberikan gambaran tentang Raffles Jakarta.

Kata Kunci: Program Magang, Departemen Front Office, Butler, Concierge, Raffles Jakarta, Hotel Operations

PREFACE

In this very good opportunity, the writer would like to express his praise and gratitude to the presence of God Almighty because, by His blessing, the writer was able to complete the Industrial Placement program and also the report. The writer would also like to thank Miss Septi Fahmi Choirisa for providing many lessons in this report. The writer would also like to thank all the lecturers at Universitas Multimedia Nusantara because, with the guidance of all the lecturers, this report could be completed in a timely manner.

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The writer would also like to thank parents for educating and also supporting the Industrial Placement program that has been implemented and continues to provide meaningful lessons for the writer.

Finally, the author hopes that this report can be an illustration for the younger students to be used as inspiration in working on future reports and also provide insight into the Industrial Placement program carried out at Raffles Jakarta.

Christopher Steven

00000045012

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