

**FRONT OFFICE DEPARTMENT
IN UNIVERSITAS MULTIMEDIA NUSANTARA**

Industrial Placement Report

Submitted for partial fulfillment of the course curriculum



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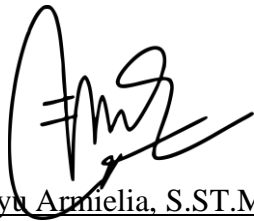
**UNIVERSITAS MULTIMEDIA NUSANTARA
TANGERANG
2021**

INDUSTRIAL PLACEMENT REPORT VALIDATION
FRONT OFFICE DEPARTMENT
IN UNIVERSITAS MULTIMEDIA NUSANTARA

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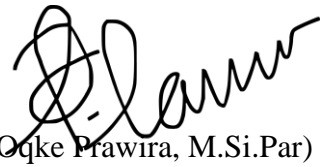
Tangerang, 15 December 2021

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NON-PLAGIARISM DELACRATION FORM

Hearby, I:

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Training Period : 19 July 2021 – 7 January 2022

Advisor : Adestya Ayu Armielia, S.ST.M.Si.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Confirm that this report is my own work, is not copied from any other person's work (published or unpublished), and has not previously submitted for assessment either at Universitas Multimedia Nusantara or elsewhere.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.

Sukabumi, 15 December 2021



Rosa Amelia

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ABSTRACT

This Industrial Placement Program aims to implement all the knowledge and skills gained from campus, especially in the front office area hotel. This Front Office book-making project is a replacement project for the Industrial Placement due to the Covid-19 pandemic. During this Industrial Program, the writer completed the creation of *1 Front Office Book* and *1 Front Office SOP Book*. The Industrial Placements program takes place at Universitas Multimedia Nusantara and lasts for six months from July 19, 2021 – January 7, 2022. Several challenges arose during the Industrial Placements Program, but all of them can be solved by developing work performance and good communication with the supervisor. This report contains details of the workflow during the Industrial Placements Program, responsibilities, and job descriptions in the *Project Book Front Office* section as well as working experience at the Universitas Multimedia Nusantara which can later become a reference for Hospitality students who want to take Industrial Placements Programs at Universitas Multimedia Nusantara as a substitute program due to the a pandemic.

Keywords: Industrial Placement, Universitas Multimedia Nusantara, Book Project

ABSTRAKSI

Program Penempatan Industri ini bertujuan untuk mengimplementasikan segala ilmu dan keterampilan yang didapat dari kampus khususnya di area front office hotel. Proyek pembuatan buku Front Office ini merupakan proyek pengganti Program Penempatan Industri akibat pandemi Covid-19. Selama Program Penempatan Industri ini penulis menyelesaikan pembuatan *1 Buku Front Office dan 1 Buku SOP Front Office*. Program penempatan industri berlangsung di Universitas Multimedia Nusantara dan berlangsung selama enam bulan dari tanggal 19 Juli 2021 – 7 Januari 2022. Beberapa tantangan muncul selama Program Penempatan Industri, tetapi semuanya dapat diselesaikan dengan mengembangkan kinerja kerja dan komunikasi yang baik dengan pengawas. Laporan ini memuat rincian alur kerja selama Program Penempatan Industri, tanggung jawab, dan uraian tugas di bagian *Project Buku Front Office* serta pengalaman kerja di Universitas Multimedia Nusantara yang nantinya dapat menjadi referensi bagi mahasiswa Perhotelan yang ingin mengambil Program Penempatan Industri di Universitas Multimedia Nusantara sebagai program pengganti akibat pandemi.

Kata kunci: Industrial Placement, Universitas Multimedia Nusantara, Book Project

PREFACE

First and foremost, the writer would like to express his praise and gratitude to the presence of God Almighty who has given the writer the ability to complete this Industrial Placement report. Also the writer would like to thank those who have helped and supported the writer up to this point. Without your help and support, it would not be easy to achieve the success that I have today.

Also, the writer would like to express her deepest gratitude to Ms. Adestya Ayu Armielia, SST.Par., M.Si.Par. as the writer 's advisor, who always guides and provides input as well as support to the writer. Then, the writer would like to thank all lecturers and friends for their support and cooperation. Without their help, the writer would not have reached this point.

The writer is also thankful to Ms. Septi Fahmi Choirisa, S.Kom.I, M.Par as a supervisor and all staff who were very patient in teaching and guiding the writer during the six months of Industrial Placement at Universitas Multimedia Nusantara. They also allow writer's to be independent, provide support, assistance, and positive impact to writer's at all times.

In addition, the writer would like to thank the writer's parents for the support, trust and prayers so that the writer remains enthusiastic and not easily discouraged. Also, the writer would like to thank Safira Sulastri as a partner in the making of this project who has been willing to become an extraordinary team and become one of my supporters so far.

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

Rosa Amelia

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