

**FRONT OFFICE DEPARTMENT
IN ATRIA RESIDENCES GADING SERPONG**

Industrial Placement Report

Submitted for partial fulfillment of the course curriculum



UMN
UNIVERSITAS
MULTIMEDIA
NUSANTARA

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**UNIVERSITAS MULTIMEDIA NUSANTARA
TANGERANG**

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**INDUSTRIAL PLACEMENT REPORT VALIDATION
FRONT OFFICE DEPARTMENT IN
ATRIA RESIDENCES GADING SERPONG**



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NON-PLAGIARISM DECLARATION FORM

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Department : Front Office

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Training periods: 5th July 2021 – 5th January 2022

Advisor : Mrs. Septi Fahmi Choirisa, M.Par

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Tangerang, 18 August 2021



Graciell Angela

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ABSTRACT

Industrial Placement Program is a mandatory program for Universitas Multimedia Nusantara Hotel Operations Students. The program must be taken twice in the 3rd semester and 6th semester for a period of six months per semester. Industrial Placement Program will encourage students to develop their skills and knowledge on room division by having real working experiences in a hotel. The writer starts her Industrial Placement Program on 5th July 2021 until 5th January 2022 at Atria Residences Gading Serpong. By having this Industrial Placement Program, writer has developed skills and knowledge related to room division, especially in the Front Office Department. Writer has also extended social networking by meeting many new people with the same working interest.

Atria Residences Gading Serpong is a hotel with apartment – style home comforts living in Gading Serpong, Tangerang. It was inaugurated in 2012 under the management of Parador Hotels & Resort. Atria Residences provides an experience of Indonesian culture combined with amazing facilities managed by four – stars hotel. Industrial Placement Program is an important program for writer because it helps writer deals with real problems that occur in hotel. By working in a hotel, writer has gained new various experiences that have never been expected before while studying at university. In the end, writer hopes that this Industrial Placement Project report can provide more details about the project itself and shares writer experiences while having the Industrial Placement Program at Atria Residences Gading Serpong for the upcoming hotel operations students.

Keywords : *Industrial Placement Program, Atria Residences Gading Serpong, Front Office Department*

ABSTRAK

Program Industrial Placement merupakan sebuah program wajib bagi para mahasiswa D3 Perhotelan Universitas Multimedia Nusantara. Program ini merupakan program wajib yang berlangsung dalam periode enam bulan dan dijalankan pada saat mahasiswa berada dalam semester ketiga dan keenam. Melalui pengalaman bekerja secara langsung dalam industri perhotelan ini, mahasiswa didorong untuk mengembangkan kemampuan dan pengetahuan terutama mengenai *room division*. Penulis memulai kegiatan Industrial Placement pada tanggal 5 Juli hingga 5 Januari 2022 di Atria Residences Gading Serpong. Melalui kegiatan ini penulis telah mengembangkan kemampuan dan pengetahuan khususnya dalam *Front Office Department*. Penulis juga telah memperluas koneksi dengan bertemu orang – orang baru dalam bidang pekerjaan yang sama.

Atria Residences Gading Serpong merupakan hotel dengan konsep apartemen di daerah Gading Serpong, Tangerang. Hotel ini dibangun pada tahun 2012 dibawah pengelolaan oleh Parador Hotels & Resort. Atria Residences menyediakan fasilitas hotel bintang 4 yang dibalut dengan budaya khas Indonesia. Program Industrial Placement merupakan program yang penting bagi penulis dikarenakan penulis dapat belajar untuk menangani permasalahan yang ada secara nyata. Melalui pengalaman bekerja langsung di hotel, penulis telah menerima beragam pengalaman baru yang sebelumnya belum penulis dapatkan dalam proses pembelajaran saat kuliah. Pada akhirnya, penulis berharap laporan ini dapat memberikan detail mengenai proyek ini sendiri dan pengalaman penulis dalam menjalankan program Industrial Placement di Atria Residences Gading Serpong.

Kata kunci : *Program Industrial Placement, Atria Residences Gading Serpong, Front Office Department*

PREFACE

Apart from the writer's effort behind the success of six months period of the Industrial Placement Program at Atria Residences Gading Serpong, there are a lot of people who take part in encouraging and guiding writer through all the process. Writer would like to take this opportunity to express writer's gratitude to people who have helped writer through the process of Industrial Placement Program and writing this report.

First and foremost, writer would like to thank God because of His grace and guidance, writer has the strength and courage to pass through all problems while having Industrial Placement Program and while writing this report. This report will not also be done without the support of other people inside of it. By this, Writer would like to thank writer's family for always be there and consistently supporting from the very beginning until the end.

Writer wants to thank Mr. Nurdin as Human Capital of Atria Hotel & Residences Gading Serpong, Ms. Mutiara as the Front Office Manager of Atria Residences, Mr. Firza as the Duty Manager of Atria Residences, Mr. Ari as Front Office Supervisor, Ms. Aprilya Debora as Reservation Agent, Ms. Franciska, Ms. Nurlita, Ms. Dyah, and Mr. Hendra as Guest Service Agent of Atria Residences Gading Serpong. Thank you for patiently teaching and guiding the writer on knowing specific information about the hotel such as work procedures, hotel system, and many more. The writer also wants to thank all Front Office Department staff in charge. Thank you for giving warm welcome and for helping to optimize writer's skill and knowledge.

Lastly, the writer would like to thank UMN Hotel Operations lecturers, Mr. Oqke Prawira, S.ST, M.Si.Par, Ms. Septi Fahmi Choirisa, S.Kom.I, M.Par, and Ms. Adestya Ayu, S.ST, M.Si.Par, who have helped writer passing through the Industrial Placement Program as well for the progress of making this report. Writer would especially like to thank Ms. Septi Fahmi Choirisa, S.Kom.I, M.Par as the writer's advisor. Thank you for keeping an eye on the writer's performance and report.

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