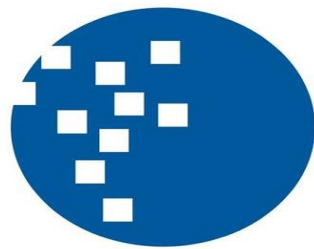


**HOUSEKEEPING DEPARTMENT**

**NOVOTEL TANGERANG**

**Industrial Placement Report**

Submitted for partial fulfilment of the course curriculum



**UMN**

UNIVERSITAS  
MULTIMEDIA  
NUSANTARA

Name : Farrel Aprisza Pangloli

Students ID : 00000044290

Program : Hotel Operations

Faculty : Business

**UNIVERSITAS MULTIMEDIA NUSANTARA**

**TANGERANG**

**2021**

**INDUSTRIAL PLACEMENT REPORT VALIDATION  
HOUSEKEEPING DEPARTMENT IN NOVOTEL TANGERANG**

BY

Name : Farrel Aprisza Pangloli  
Students ID : 00000044290  
Program : Hotel Operations Program  
Faculty : Business

Tangerang, 19 December 2021

Advisor



Suke Pravira Triutama, S.ST, M.Si.Par

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Examiner

Acknowledged by,

Head of Hotel Operations Department



Suke Pravira Triutama, S.ST, M.Si.Par

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## NON-PLAGIARISM DECLARATION FORM

Hereby, I

Name: Farrel Aprisza Pangloli

Student ID: 00000044290

Program: Hotel Operations

Who have conducted an Industrial Placement at:

Hotel: Novotel Tangerang

Department: Housekeeping

Hotel Address: Tangcity Superblock, Jl. Jenderal Sudirman No.1, RT.001/RW.005, Babakan, Tangerang, Tangerang City, Banten 15117

Training Periods: 14<sup>th</sup> July 2021 until 13<sup>th</sup> January 2021

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Confirm that this report is my own work, is not copied from any other person's work (published or unpublished), and has not previously submitted for assessment either at Universitas Multimedia Nusantara or elsewhere.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

Tangerang, 18 December 2020



Farrel Aprisza Pangloli

00000044290

## ABSTRACT

Program Penempatan Industri adalah wajib bagi Mahasiswa Program Operasi Hotel. Setiap mahasiswa yang telah menyelesaikan semester kedua dan prasyarat dari Universitas Multimedia Nusantara dapat mengambil Penempatan Industri selama enam bulan. Tujuan dari Penempatan Industri ini adalah untuk meningkatkan keterampilan mahasiswa ketika menghadapi pengalaman kerja yang sebenarnya di departemen housekeeping. Program ini akan mempelajari tentang peran dan pekerjaan di housekeeping sebagai room Attendant. Penempatan Industri Penulis dilaksanakan dari tanggal 14 Juli 2021 sampai dengan 13 Januari 2022 di Novotel Tangerang. Penulis memilih Novotel Tangerang. Merupakan hotel yang bagus untuk mendukung penulis program Penempatan Industri, karena memiliki karyawan yang berkualitas untuk membimbing peserta pelatihan agar dapat menjaga kualitas kerja. Dengan mengikuti penempatan industri ini, penulis dapat mengetahui kondisi sebenarnya yang terjadi di hotel dan dapat belajar untuk memecahkan masalah jika terjadi sesuatu di bagian housekeeping. Dalam Laporan Penempatan Industri ini, penulis ingin berbagi pengalaman selama kerja praktek. Apa yang didapat dan ditemukan dalam Program Penempatan Industri. Penulis berharap laporan ini dapat membantu dan menginformasikan para junior untuk mempersiapkan pengalaman mereka di Penempatan Industri di dekade berikutnya.

**Kata Kunci:** *Program Penempatan Industri, Novotel Tangerang, Departemen Housekeeping*

## **ABSTRACT**

The Industrial Placement Program is a mandatory for Hotel Operations Program Students. Every student who has completed the second semester and prerequisites from Universitas Multimedia Nusantara can take an Industrial Placement for six months. The purpose of this Industry Placement is to improve student skills when facing actual work experience in the housekeeping department. This program will learn about roles and job desk in housekeeping as a room attendant. The writer's Industrial Placement is held from 14<sup>th</sup> July 2021 until 13<sup>th</sup> January 2022 in Novotel Tangerang. The writer chose Novotel Tangerang. It is a great hotel to support the writer Industrial Placement program, because it has quality employees to guide trainees to be able to maintain the quality of work. By participating in this industrial placement, the writer can find out the actual conditions that occur in the hotel and can learn to solve problems if something happens in the housekeeping department. In this Industrial Placement Report, the writer would like to share their experiences during practical work. What is obtained and found in Industrial Placement Program. The writer hopes that this report could help and inform juniors to prepare about their future Industry Placement experience in the next decade.

**Keywords:** *Industrial Placement, Novotel Tangerang, Housekeeping Department*

## **PREFACE**

First of all, all praise and thanks to god, who has bestowed his grace and guidance on all of us, so that the writer can make this industrial placement report. However, the writer has tried their best for the perfection of the preparation of this report, both from the results of teaching and learning activities in college, as well as in carrying out work practices in the hospitality world. Constructive suggestions and criticisms are expected by the writer for perfection in writing the next report.

On this occasion, the writer would like to thank all parties who have assisted in the preparation of this industrial placement report. The writer wants to thank Mr. Ari Sugandi as the Executive Housekeeper, Mr. Deni Setiawan as the Floor Manager, All the supervisors Mr. Nana, Mr. Aris, and Mr. Miftah, and lastly thank you for all room attendant staff to teaching the writer patiently. At the beginning of the internship, the author was confused with things in the hotel such as equipment, chemicals, and several other things. But after adapting the writer began to understand the work of flow in housekeeping and how it works too. Thank you during this internship for being taught and given the guidance at the hotel. Thank you also to all the lecturers who have helped in this industrial placement process, especially to Mr. Oqke Prawira Triutama, S.ST, M.Si.Par as the writer advisor who has assisted in the process of making this industrial placement report.

Finally, because of the kindness of all the parties that the writer has mentioned earlier, the writer was able to complete this internship report as well as possible. This internship report is still far from perfect, but the writer has tried his best. the writer hope that this report can be useful for readers and can help the progress and development all of the junior in Universitas Multimedia Nusantara, Hotel Operations Program. I say thank you very much to all those who have helped, may god repay all your kindness.

Farrel Aprisza Pangloli  
00000044290

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