

**FRONT OFFICE DEPARTMENT
THE WESTIN JAKARTA HOTEL**

Industrial Placement Report

Submitted for partial fulfillment of the course curriculum



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Student ID : 00000051390

Program : Hotel Operations

Faculty : Business

**UNIVERSITAS MULTIMEDIA NUSANTARA
TANGERANG**

2021

**INDUSTRIAL PLACEMENT REPORT VALIDATION
FRONT OFFICE DEPARTMENT THE WESTIN JAKARTA**

BY

Name : Zahra Vira Firliyanda

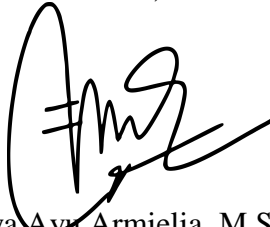
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Tangerang, 2021

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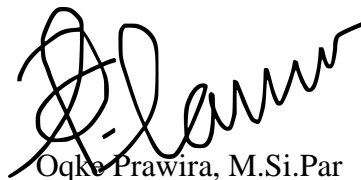


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NON-PLAGIARISM DECLARATION FORM

Hereby, I:

Name : Zahra Vira Firliyanda

Student ID : 00000051390

Program : Hotel Operations

Who have conducted an Industrial Placement at:

Hotel : The Westin Jakarta

Department : Front Office

Hotel Address : Jl. HR Rasuna Said Kav C-22A, Jakarta 12940

Training periods: 6 months

Advisor : Adestya Ayu Armielia

Confirm that this report is my own work, is not copied from any other person's work (published or unpublished), and has not previously submitted for assessment either at Universitas Multimedia Nusantara or elsewhere.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, 14 December 2021



Zahra Vira Firliyanda

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ABSTRACT

The Industrial Placement program is an obligation for all students in Universitas Multimedia Nusantara, especially for students of the Hotel Operations program. Each student who has completed the second semester is required to join the Industrial Placement for six-months. The objective of this Industrial Placement is to develop the skill of the students in the room division department. The writer started the Industrial Placement program on July 21st, 2020 and ended on January 21st, 2020 in The Westin Jakarta Hotel. From this Industrial Placement program, the writer gained more knowledge of Hotel Industry in the Room Division especially in the Front Office department. Not only that, the writer also built up a relationship with the staff, the manager and fellow trainees from other schools and universities which can assist the writer for future career paths.

The Westin Jakarta Hotel is one of the five-star hotels in Jakarta under Marriott International, Inc. which is located on the top 20th floor of Gama Tower Building in South Jakarta. The Westin Jakarta has many facilities that ensure a high standard of service for every guest who is staying. The Industrial Placement program is necessary for the writer to learn about the situations that really happen in the hotel, not only theoretically. The writer also learns how to handle any issues and problems professionally.

Keywords : Industrial Placement, The Westin Jakarta, Front Office Department

PREFACE

Behind the writer's success in completing this Industrial Placement program not only from the writer's effort but also the encouragement of people around the writer who always assisted and supported. Through this report, the writer took this opportunity to express honor and gratitude to some people who helped the writer during the Industrial Placement program.

First of all, the writer wants to thank God for blessing the writer with His help in going through all of the problems that happened while the writer implemented the Industrial Placement and also while making this report. This report also will not be done without the guidance and support from the others. So, the writer also wants to express her greatest gratitude to her family members who always support the writer until finishing this report.

The writer wants to show greatest gratitude to Ms. Kathleen Abigail Sofian as the Learning and Development Coordinator, Ms. Steffi Kirana as the Front Office Manager, and also the entire staff of the Front Office Department who are very patient when teaching and mentoring the writer during the Industrial Placement program. The writer also wants to thank all the fellow trainees in The Westin Jakarta who are very friendly and delightful to work with. Not only that, the writer also want to say thanks to all the lecturer of Hotel Operations program ; Mr Oqke Prawira, S.ST, M.Si.Par, Ms. Septi Fahmi Choirisa, S.Kom.I, M.Par, Ms. Yoanita Alexandra, S.E, B.A, M.Par, who helped the writer to complete the Industrial Placement as well as the report. Last but not least, the writer want to say tremendous thanks to Ms. Adestya Ayu Armielia, S.ST, M. Si.Par as the writer advisor who kept monitoring the writer's work performance and report.

Zahra Vira Firliyanda

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