

FOOD AND BEVERAGES SERVICE DEPARTMENT
SWISSOTEL JAKARTA PIK AVENUE

Industrial Placement Report

Submitted for partial fulfillment of the course curriculum



UMN
UNIVERSITAS
MULTIMEDIA
NUSANTARA

Name : Mishael Viandi Cendana

Student ID : 00000033918

Program : Hotel Operations

Faculty : Business

UNIVERSITAS MULTIMEDIA NUSANTARA

TANGERANG

2022

**INDUSTRIAL PLACEMENT REPORT VALIDATION
FOOD AND BEVERAGE PRODUCTION DEPARTMENT IN
SWISSOTEL HOTEL**

BY

NAME : Mishael Viandi Cendana
STUDENT ID : 00000033918
FACULTY : Business
PROGRAM : Hotel Operations Program

Tangerang, 8 July 2022

Advisor



Septi Fakmi Choirisa, S.Kom.I., M.Par
(NIDN. 0325099102)

Examiner



Oqke Prawira, S.ST. M.Si. Par
(NIDN 0428108007)

Acknowledge by

Head of Hotel Operations Program



Oqke Prawira, S.ST. M.Si. Par
(NIDN 0428108007)

NON-PLAGIARISM DECLARATION FORM

Hereby, I:

Name : Mishael Viandi Cendana

Student ID : 00000033918

Program : Hotel Operations

Who have conducted an Industrial Placement at:

Hotel : Swissotel Jakarta PIK Avenue

Department : Food and Beverages Service

Hotel Address : Jl. Pantai Indah Utara 1, RT.6/RW.2, Kapuk Muara, Kec. Penjaringan, Kota Jakarta Utara, Daerah Khusus Ibukota Jakarta 14460

Training periods: 6 months

Advisor : Septi Fahmi Choirisa, S.Kom.I, M.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(published or unpublished), and has not previously submitted for assessment either at Universitas Multimedia Nusantara or elsewhere.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.

(Jakarta, 28 June 2022)



Mishael Viandi Cendana

00000033918

ABSTRACT

This Industry Placement aims to implement all the knowledge and skills gained from the Multimedia Nusantara University, especially in the field of Food and Beverage Operation. The writer understands that what is learned in college will be very different from the actual industrial world. This industrial placement program is also beneficial for adding experience, knowledge and networks, especially in the hospitality industry. The industrial placement took the place at Swissotel Jakarta PIK Avenue for six months starting from January 23, 2022 - July 25, 2022. This report was created to measure the writer ability to put the knowledge gained into practice in real industry. Some of the challenges that arise during an Industry Placement range from time management, responsibilities, and the sacrifice on holidays to undertaking an Industrial Placement. But all of that can be overcome by developing work performance and being willing to ask many people starting from the staffs, supervisors, and managers. This report contains details of workflow during training, responsibilities and job descriptions at Food and Beverages Services, and experience during industrial placement at Swissotel Jakarta PIK Avenue for six months which can be a reference for all Hotel Operations students who will take industry placements in hotels soon.

Keywords: Industrial Placement, Food and Beverage Operation, Swissotel Jakarta PIK Avenue

ABSTRAK

Penempatan Industri ini bertujuan untuk mengimplementasikan semua ilmu dan keterampilan yang diperoleh dari Universitas Multimedia Nusantara khususnya di bidang Food and Beverage Operation. Penulis memahami bahwa apa yang dipelajari di bangku kuliah akan sangat berbeda dengan dunia industri yang sebenarnya. Program penempatan industri ini juga bermanfaat untuk menambah pengalaman, pengetahuan, wawasan, dan jaringan khususnya di bidang industri perhotelan. Penempatan industri berlangsung di Swissotel Jakarta PIK Avenue selama enam bulan terhitung dari tanggal 23 Januari 2022 - 25 Juli 2022. Laporan ini dibuat untuk mengukur kemampuan penulis dalam mempraktekkan ilmu yang di dapat di dunia Industri Perhotelan. Beberapa tantangan yang muncul selama Penempatan Industri dimulai dari manajemen waktu, tanggung jawab, dan pengorbanan pada hari libur untuk melakukan Penempatan Industri. Namun semua itu dapat diatasi dengan mengembangkan prestasi kerja di mulai dengan memiliki semangat yang tinggi dan bersedia bertanya kepada banyak orang, mulai dari staf, supervisor, dan manajer. Laporan ini berisi rincian alur kerja selama pelatihan, tanggung jawab dan deskripsi pekerjaan di Food and Beverages Services dalam jangka kurun waktu selama enam bulan, dan pengalaman selama penempatan industri di Swissotel Jakarta PIK Avenue yang dapat menjadi referensi bagi semua mahasiswa Operasi Hotel yang akan segera mengambil penempatan industri di hotel yang akan mendatang.

Kata kunci: Penempatan Industri, Food and Beverage Operation, Swissotel Jakarta PIK Avenue

PREFACE

Praise and gratitude for the completion of this Industrial Placement Program report. I realize that without support and motivation from writer lecturers and writer family, it would be very difficult to complete this Industrial Placement Program report. Therefore, the writer would like to thank:

1. Mr. Oqke Prawira.S.ST.M.Si.Par as the Head of Hotel Operations Program, Universitas Multimedia Nusantara.
2. Ms. Septi Fahmi Choirisa, S.Kom.I, M.Par as my advisor who has spent a lot of time to provide guidance, direction, and motivator to complete this report.
3. My parents and my family who have provided the material and moral support so that I can complete this report.
4. And to God for helping with His support until the Industrial Placement Program report can be accomplished successfully.

Hopefully this report will be useful, both as the source of information and a source of inspiration, for the readers.



Mishael Viandi Cendana

00000033918

TABLE OF CONTENT

COVER PAGE	
NON-PLAGIARISM DECLARATION FORM	i
ABSTRACT	ii
PREFACE	iii
TABLE OF CONTENT	iv
LIST OF TABLE	v
LIST OF FIGURES	vi
CHAPTER I INTRODUCTION	
A. Background	1
B. Purpose	3
C. Period and Procedure	4
CHAPTER II GENERAL DESCRIPTION	5
A. Hotel's Profile	5
1. History	5
2. Facilities	6
B. Organizational Structure	13
CHAPTER III TRAINEE PERFORMANCE	16
A. Placement and Coordination	16
B. Job Description	17
C. Problems and Solution	18
CHAPTER IV CONCLUSION AND RECOMMENDATION	20
REFERENCES	22
APPENDIX	23

List of Tables

Table 2.1 Rooms in Swissotel Jakarta PIK Avenue	6
Table 2.2 Food and Beverages Outlet	8
Table 2.3 Pool and Sports	9
Table 2.4 Ballroom and Meeting Room	11

List of Figures

Figure 2.1 Swissotel Jakarta Hotels Logo	5
Figure 2.2 Premier Room	6
Figure 2.3 Swiss Advantage Room	6
Figure 2.4 Swiss Grand Suite Room	7
Figure 2.5 Swiss Prestige Room	7
Figure 2.6 ST. Gallen Presidential Suite Grand Room	7
Figure 2.7 ST. Moritz Presidential Suite Grand Room	7
Figure 2.8 The Chinese National Restaurant	8
Figure 2.9 Summers at The Pool Restaurant and Bar	8
Figure 2.10 Brown Milk Restaurant and Bar	8
Figure 2.11 Letterpress Bar	9
Figure 2.12 Main Pool	9
Figure 2.13 Kids Pool	9
Figure 2.14 Purovel Spa and Sport	10
Figure 2.15 Fitness Centre	10
Figure 2.16 Grand Ballroom	11
Figure 2.17 Geneva Ballroom	11
Figure 2.18 Zurich Ballroom	11
Figure 2.19 Lausanne Ballroom	11
Figure 2.20 Bern Meeting Room	12
Figure 2.21 Basel Meeting Room	12

Figure 2.22 Lucerne Meeting Room	12
Figure 2.23 Lugano Meeting Room	12
Figure 2.24 Organizational Charts of Swissotel Jakarta PIK Avenue	13
Figure 2.25 Organizational Charts of Food and Beverages	14
Figure 5.1 The Writer with Restaurant and Outlet Manager	23
Figure 5.2 The Writer with Staff	23