

PASTRY DEPARTMENT
SHERATON GRAND JAKARTA HOTEL

Industrial Placement Report

Submitted for partial fulfillment of the course curriculum



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UNIVERSITAS MULTIMEDIA NUSANTARA
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INDUSTRIAL PLACEMENT REPORT VALIDATION
PASTRY DEPARTMENT

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NON-PLAGIARISM DECLARATION FORM

Hereby, I:

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Who have conducted an Industrial Placement at:

Hotel : Sheraton Grand Jakarta Hotel

Department : Pastry

Hotel Address : Jl. Sultan Iskandar Muda, RT.10/RW.6, Kby, Lama Utara, Kec. Kby.
Baru, Jakarta, Daerah Khusus Ibukota Jakarta 12240

Training periods: 3 January 2022 – 3 July 2022

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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(published or unpublished), and has not previously submitted for assessment either at Universitas Multimedia Nusantara or elsewhere.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, 24 June 2022)



(Karin Alyssa Sascha)

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ABSTRACT

The Industrial Replacement report is made to be known the progress and the procedures that have been carried out throughout 6 months. The Industrial Placement was held by Hotel Operations Program Universitas Multimedia Nusantara in order to develop more knowledge and skill in the industry and to have more experience and practice. The students must do Industrial Placement for the third semester which is in the room division and the sixth semester which is Food & Beverage. The Industrial Placement has held at Sheraton Grand Jakarta Gandaria City which is a part of the Marriot Group, the program started on 3rd January 2022 until 3rd July 2022, the writer choose Pastry Department for the Industrial Placement in the sixth semester. The writer is responsible to make production, handling the ice cream station at the restaurant, and setting up the restaurants, cake shop, and VIP lounge. The writer managed to adapt to the industry with the help of the staff, daily workers, and trainees. There are some problems found during the program but the writer has managed to solve the problems. This Industrial Placement report is written in order to fulfill the Hotel Operations Program curriculum course. The writer hopes that this report can be useful as a resource for the next batch of Industrial Placement.

Keywords: Pastry Department, Industrial Placement, and Sheraton Grand Jakarta.

ABSTRAK

Laporan Praktek Kerja dibuat untuk diketahui progres dan prosedur yang telah dilakukan selama 6 bulan. Penempatan Industri diadakan oleh prodi perhotelan Universitas Multimedia Nusantara dalam rangka untuk mengembangkan lebih banyak pengetahuan dan keterampilan di industri dan untuk memiliki lebih banyak pengalaman dan praktik. Mahasiswa wajib melakukan Penempatan Industri untuk semester tiga yaitu pada divisi kamar dan semester enam yaitu divisi Food & Beverage. Penempatan praktek kerja telah dilaksanakan di Sheraton Grand Jakarta Gandaria City yang merupakan bagian dari grup Marriot , program dimulai pada tanggal 3 Januari 2022 sampai dengan 3 Juli 2022, penulis memilih departemen Pastry untuk penempatan Industri pada semester enam. Penulis bertanggung jawab untuk membuat produksi makanan penutup, menangani tempat es krim restoran, dan menyiapkan buffet untuk restoran, toko kue, dan ruang club Sheraton . Penulis berhasil beradaptasi dengan penempatan kerja dengan bantuan staff dan tim. Ada beberapa masalah yang ditemukan selama praktek kerja berlangsung, tetapi penulis telah berhasil memecahkan masalah – masalah yang ditemukan. Laporan Praktek kerja ini ditulis dalam rangka memenuhi mata kuliah kurikulum prodi perhotelan. Penulis berharap laporan ini dapat bermanfaat sebagai bahan ajar untuk Penempatan Industri angkatan berikutnya.

Kata Kunci: Departemen Pastry, Praktek Kerja, dan Sheraton Grand Jakarta.

PREFACE

Praise and gratitude for the completion of this Industrial Replacement Report at Pastry Department Sheraton Grand Jakarta Hotel. This report is submitted to partially fulfill the Internship requirement to complete the program in Hotel Operations, Faculty of Business, Universitas Multimedia Nusantara. The author realize that without assistance and support from various parties, it would be very difficult for me to complete this report. Therefore, The author would like to thank:

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2. Mr. Oqke Prawira, as the advisor and as head of hotel operation program, Universitas Multimedia Nusantara
3. Mrs. Septi Fahmi Choirisa, as the coordinator of the Industrial Program Universitas Multimedia Nusantara.
4. Ms. Irene Friska, as the Manager of learning and development at human resource department, Sheraton Grand Jakarta Hotel.
5. Mr. Syaiful Adnan, as the Pastry Chef of Sheraton Grand Jakarta.
6. My parents and all my friends who provide moral support during the Internship program.
7. All the staff, daily workers, and Trainees of Sheraton Grand Jakarta

The writer hope that this report can be useful and be a reference to the readers, the writer would like to thank all of the support and knowledge that have been given during the internship program.

Karin Alyssa Sascha

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