

FOOD AND BEVERAGE DEPARTMENT
RENAISSANCE BALI ULUWATU RESORT AND SPA

Industrial Placement Report

Submitted for partial fulfillment of the course curriculum



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UNIVERSITAS
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UNIVERSITAS MULTIMEDIA NUSANTARA
TANGERANG

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**INDUSTRIAL PLACEMENT REPORT VALIDATION
FOOD AND BEVERAGE DEPARTMENT
RENAISSANCE BALI ULUWATU RESORT AND SPA**



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Bali, 17 January 2022



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ABSTRACT

This report is about the industrial placement report of the writer at Renaissance Bali Uluwatu Resort and Spa from the interview to the end of the Industrial Placement. Renaissance Bali Uluwatu Resort and Spa is one of the hotel chains that Marriott had and become the first Renaissance Hotel that opened in Indonesia. The writer having the industrial placement in the Food and Beverage Department for 6 months in 3 different restaurant and by doing this industrial placement the writer got many experiences. From learning how serve and handle guest, to learning for having a good communication with another department that are related. While doing the Industrial Placement, there are several problems that happened and, in every problem, there is solutions. After finishing the Industrial Placement, the writers got some recommendation for Renaissance Bali Uluwatu Resort and Spa, and Hotel Operations Program Universitas Multimedia Nusantara.

Keywords : Industrial Placement, Experience, Food and Beverage Service, Renaissance Bali Uluwatu Resort and Spa, Bali

ABSTRAK

Laporan ini adalah laporan hasil dari penempatan industri penulis di Renaissance Bali Uluwatu Resort and Spa. Renaissance Bali Uluwatu Resort and Spa merupakan salah satu hotel milik grup Marriott dan menjadi hotel Renaissance pertama yang dibuka di Indonesia. Penulis mendapatkan kesempatan dalam penempatan industri di bagian *Food and Beverage* selama 6 bulan di 3 restoran yang berbeda dan dengan kesempatan tersebut, penulis mendapatkan banyak pengalaman baru selama penempatan industri. Selama melakukan penempatan industri terdapat beberapa masalah yang terjadi selama berada di bagian *Food and Beverage* dan setiap masalah pasti ada solusi untuk setiap masalahnya. Setelah menyelesaikan penempatan industri di Renaissance Bali Uluwatu Resort and Spa, penulis memberikan beberapa rekomendasi untuk Renaissance Bali Uluwatu Resort and Spa dan Jurusan Perhotelan Universitas Multimedia Nusantara.

Kata Kunci: *Penempatan Industri, Pengalaman, Bagian Food and Beverage, Renaissance Bali Uluwatu Resort and Spa, Bali*

PREFACE

First, writer's deepest thanks to God who always help on whatever the writers do and the blessing from Him for the writers every day. Thanks to the writer's parents who support on the writer to finish the industrial placement in Bali, in a different island and far from home. Thanks to the writer's advisor, Mrs. Septi Fahmi Choirisa, who always helps in this industrial placement from the beginning, until now. And also, for all the supervisor that gladly helping the writer in this industrial placement and guide the writer. Last, thanks for all the other trainees that always accompany the writer from the beginning until the end, may this friendship always maintain. This report is made for fulfilling and completing the industrial placement requirements from the campus. Hopefully, this report will help for educational development in Hotel Operations Program Universitas Multimedia Nusantara. Once again, thank you for all the support and cheer. God Bless.



Gabrielle Eka Putri

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