

**FRONT OFFICE DEPARTMENT
NOVOTEL BOGOR GOLF RESORT and
CONVENTION CENTER**



UMN

UNIVERSITAS
MULTIMEDIA
NUSANTARA

MBKM REPORT

MAXIMILIAN ALFIE MARCIA

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HOTEL OPERATIONS PROGRAM

FACULTY OF BUSINESS

UNIVERSITAS MULTIMEDIA NUSANTARA

TANGERANG

2023/2024

**FRONT OFFICE DEPARTMENT
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MBKM REPORT

Submitted as one the requirements for obtaining a Associate Diploma in Tourism
(A.Md.Par)

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TANGERANG
2023/2024

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Study Program : Hotel Operations

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Bogor, January 2024

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ENDORSEMENT PAGE

The thesis titled:

INTERNSHIP PROGRAM IN FRONT OFFICE DEPARTMENT NOVOTEL BOGOR GOLF RESORT and CONVENTION CENTER

By

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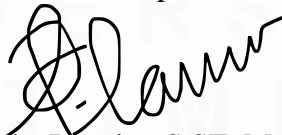
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PREFACE

This internship report encapsulates my immersive journey and practical learning experiences during my tenure at Novotel Bogor. Undertaking this internship has been an invaluable opportunity to delve into the dynamic realm of Hospitality Industry, allowing me to witness firsthand the multifaceted operations and gain insights into the practical applications of theoretical knowledge.

Throughout this internship, I was engaged in diverse tasks and projects within Front Office. These experiences have not only honed my skills but have also provided me with a deeper understanding of the intricacies and challenges prevalent in the Hospitality Industry.

I would like to thank

1. Dr. Ninok Leksono, MA. as the Rector of Universitas Multimedia Nusantara.
2. Dr. Florentina Kurniasari T., S.Sos., M.B.A. as the Dean of the Faculty of Universitas Multimedia Nusantara.
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7. Mr. Sandi Pamungkas as Front Office Manager, Okke Oktaviani, Eko Saputra as Front Office Supervisor, Kristian, Imanuel as GRO Staff.

Hopefully this report contributes as a source of information and inspiration for others.

Sincerely,



Maximilian Alfie Marcia
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Bogor, January 2024

FRONT OFFICE DEPARTMENT NOVOTEL BOGOR GOLF RESORT and CONVENTION CENTER

Maximilian Alfie Marcia

ABSTRAK

Industrial Placement adalah program magang wajib bagi mahasiswa semester empat jurusan *Hotel Operations* di Universitas Multimedia Nusantara. Program ini berlangsung selama enam bulan, mulai dari 27 Juli 2023 hingga 27 Januari 2024. Magang dilakukan di Novotel Bogor, yang merupakan sebuah hotel terkenal di bawah merek Novotel. Laporan ini memberikan rincian tentang hotel yang dipilih untuk magang. Laporan ini secara khusus menguraikan fasilitas hotel, tanggung jawab pekerjaan sebagai *trainee Front Office*, tugas-tugas yang diberikan, dan proses pembelajaran dalam Departemen *Front Office*. Pengetahuan utama yang diperoleh oleh penulis berfokus pada operasi *Front Office*. Selain itu, laporan ini mencakup berbagai masalah yang dihadapi selama magang dan pendekatan penyelesaian masalah yang sesuai. Laporan ini berfungsi sebagai alat pembelajaran berharga dan referensi masa depan bagi individu yang mencari wawasan tentang Industri Perhotelan dan pengalaman yang diperoleh selama magang di *Front Office* Novotel Bogor.

Kata kunci: *Front Office Departement*, Novotel Bogor, Program Magang,

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ABSTRACT

Industrial Placement is a compulsory internship program for fourth-semester students majoring in Hotel Operations at Multimedia Nusantara University. This program spans six months, from July 27, 2023, to January 27, 2024. The internship took place at Novotel Bogor, which is a renowned hotel under the Novotel brand. This report furnishes details about the chosen hotel for the internship. It specifically outlines the hotel amenities, job responsibilities as a Front Office trainee, task assignments, and the learning process within the Front Office Department. The primary knowledge gained by the author was centered around Front Office operations. Additionally, the report encompasses various encountered problems during the internship and the corresponding problem-solving approaches. The report serves as a valuable learning tool and a future reference for individuals seeking insights into the Hospitality Industry and the experience gained during the internship at Novotel Bogor's Front Office.

Keywords: Front Office Departement, Novotel Bogor, Internship Program

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