

FRONT OFFICE DEPARTEMENT RAFFLES HOTEL

JAKARTA



UMN
UNIVERSITAS
MULTIMEDIA
NUSANTARA

MBKM REPORT

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HOTEL OPERATIONS STUDY PROGRAM
FACULTY OF BUSINESS
UNIVERSITAS MULTIMEDIA NUSANTARA
TANGERANG
2023

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Submitted as one of the requirement to achieve a Diploma Degree

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PREFACE

Higher education in Indonesia is increasingly focused on improving the quality of graduates to compete at the global level. Through the Merdeka Belajar Kampus Merdeka (MBKM) program, the government has taken an important step to provide students with the opportunity to gain a more holistic learning experience that is in line with industry needs. An in-depth understanding of MBKM is key to ensuring students get the maximum benefit from this program.

Merdeka Belajar Kampus Merdeka (MBKM) is an Indonesian government initiative that aims to create a more flexible, open and relevant higher education ecosystem. MBKM provides students with access to interdisciplinary courses, internships, and various personal development activities, thereby enhancing abilities and skills beyond the main field of study.

The purpose of this report is to provide a comprehensive overview of the author's internship experience at Raffles Hotel Jakarta, in accordance with MBKM principles that emphasize practical learning in the world of work. The main purpose of this report is to understand how MBKM can be applied in industry, especially in the hospitality industry. Furthermore, this report also aims to share the author's experience during the internship and explore the contribution of MBKM to the development of practical skills, which has a positive impact on the author's understanding of the world of work.

During the internship at Raffles Hotel Jakarta The author utilizes the internship opportunity at Raffles Hotel Jakarta to develop practical skills. We want to use it as a platform to expand knowledge about hospitality. Learn about the industry and learn more about the dynamics of working in this field. In addition, the author would like to actively contribute to the fulfillment of duties and responsibilities during the internship and build a professional network that is useful for future professional development. With this report, the author hopes to make a small contribution to the understanding of the hospitality industry in the context of MBKM and be a source of inspiration for other students who are or will pursue a similar path.

Therefore, we hope that this report can be a valuable reference in supporting MBKM practice and students' future career development.

I would like to thank

1. Dr. Ninok Leksono, M.A. as the Chancellor of Multimedia Nusantara University.
2. Dr. Florentina Kurniasari T., S.Sos., M.B.A as the Dean of the Faculty of Universitas Multimedia Nusantara.
3. Oqke Prawira, SST.Par, M.Si.Par as the Head of the Study Program of Universitas Multimedia Nusantara.
4. Savira Pradiati, SST., M.Par. as the Advisor who has provided guidance, direction, and motivation for the completion of this report.
5. My family has provided material and moral support, so that I can complete this thesis.
6. Hopefully this report contributes as a source of information and inspiration for others.

Tangerang, 12 December 2023



Novita Barek Kuma

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JAKARTA

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ABSTRAK

Laporan ini mencerminkan pengalaman magang penulis di Raffles Hotel Jakarta dari sudut pandang pribadi. Menyajikan wawasan mendalam tentang industri perhotelan dan aktivitas harian di hotel, laporan ini memberikan gambaran rinci tentang proses magang, mulai dari persiapan aplikasi hingga pelaksanaan tugas sehari-hari. Analisis data menunjukkan tren pemulihan industri pariwisata dan hotel setelah penurunan dampak pandemi COVID-19, yang memberikan konteks penting bagi pengembangan industri. Detail spesifik tentang Raffles Hotel Jakarta, termasuk sejarah, fasilitas, tipe kamar, dan prestasi, memberikan informasi mendalam tentang perusahaan. Penulis memberikan penekanan khusus pada visi, misi, dan struktur organisasi perusahaan untuk memberikan pemahaman yang lebih baik kepada pembaca.

Dengan adanya penempatan industri ini tentunya membuat penulis dapat menambah wawasan yang lebih luas tentang dunia perhotelan terutama untuk. Selain itu penulis memilih hotel Raffles Hotel Jakarta karena penulis ingin melihat bagaimana operasional hotel bintang dalam menjalankan pelayanan. Pada bagian implementasi magang, penulis telah merinci tanggung jawab dan tugas yang diemban selama magang, termasuk tantangan yang dihadapi. Kesimpulan menyoroti keterampilan praktis yang diperoleh dan pelajaran yang dipetik penulis selama periode magang.

Rekomendasi yang diajukan bersifat konstruktif, mencakup saran untuk pengembangan program magang di perusahaan dan universitas. Keseluruhan, laporan ini mengeksplorasi pengalaman penulis di Raffles Hotel Jakarta, menyuguhkan pandangan mendalam tentang industri perhotelan dan manfaat pribadi yang diperoleh dari magang ini.

Keywords: *Magang, Kantor Depan, Petugas pengalaman tamu, butler*

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ABSTRACT

This report reflects the author's internship experience at Raffles Hotel Jakarta from a personal perspective. Presenting an in-depth insight into the hospitality industry and daily activities at the hotel, this report provides a detailed overview of the internship process, from application preparation to the execution of daily tasks. Data analysis shows the recovery trend of the tourism and hospitality industry after the decline of the COVID-19 pandemic, which provides important context for the development of the industry. Specific details about Raffles Hotel Jakarta, including history, facilities, room types, and achievements, provide in-depth information about the company. The author places special emphasis on the company's vision, mission, and organizational structure to provide readers with a better understanding.

With this industrial placement, the writer can certainly add a broader insight into the world of hospitality, especially for. In addition, the author chose Raffles Hotel Jakarta because the author wanted to see how a star hotel operates in carrying out services. In the internship implementation section, the author has described in detail the responsibilities and duties carried out during the internship, including the challenges faced. The conclusion highlights the practical skills acquired and lessons learned by the author during the internship period.

The recommendations put forward are constructive, including suggestions for the development of internship programs in companies and universities. Overall, this report explores the author's experience at Raffles Hotel Jakarta, presenting an in-depth view of the hospitality industry and the personal benefits gained from this internship.

Keywords: *Internship, Front Offices Department, Guest Experiences Officer, Butler*

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