

**FRONT OFFICE DEPARTMENT
PULLMAN CIAWI VIMALA HILLS RESORT SPA &
CONVENTION**



UMN
UNIVERSITAS
MULTIMEDIA
NUSANTARA

MBKM REPORT

Dara Maria

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**HOTEL OPERATIONS PROGRAMS
FACULTY OF BUSINESS
UNIVERSITAS MULTIMEDIA NUSANTARA
TANGERANG
2024**

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Proposed to Fulfill the MBKM Course

Dara Maria

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**HOTEL OPERATIONS PROGRAMS
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TANGERANG
2024**

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Tangerang, 12 Maret 2024

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PREFACE

Praise and thanks to God Almighty for his blessing and grace the writer was able to compile and complete this report and the Field Work Practice program that was carried out for 6 months at the Pullman Ciawi Vimala Hills hotel well and on time according to the time that was determined. The preparation of this report aims to fulfill the requirements in completing the field work practice program. Not to forget, the author would like to thank all parties who have helped and supported the author in working on this report, and have also provided guidance during the work practice, as follows:

1. Dr. Ninok Leksono, M.A as the rector of Universitas Multimedia Nusantara
2. Dr. Florentina Kurniasari T., S.Sos, M.B.A as the dean of the faculty Universitas Multimedia Nusantara
3. Mr. Oqke Prawira, S.ST,M.Si.Par as the Head of the Study Program at Universitas Multimedia Nusantara.
4. Ms. Yoanita Alexandra S.E, B.A, M Par as the advisor who has devoted a lot of time to provide guidance, direction, and motivation for the completion of this Internship Report
5. To my Manager Quality and my Supervisor at Pullman Ciawi, Mr. Lucky Fadillah and Ms. Jannie
6. To all the staff at Pullman Ciawi that has teached and guide the writer during the internship
7. My parents, family, and friends who have supported the writer to complete this Internship Report

The author realizes that there are still many shortcomings and errors in writing this report. Therefore, constructive criticism and suggestions are highly expected for the perfection of this report. Finally, the author hopes that this report can be useful and can be a reference for everyone.

Tangerang, 14 November 2023



Dara Maria

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ABSTRAK

Program magang ini dilakukan untuk memenuhi syarat kelulusan di Universitas Multimedia Nusantara, program magang ini diadakan pada semester kelima dengan masa praktek selama 6 bulan penuh di hotel. Dengan adanya program magang yang diselenggarakan oleh Universitas Multimedia Nusantara penulis pun mendapatkan pelajaran teori maupun praktek langsung dari dunia perhotelan. Penulis melakukan program magang selama 6 bulan di Pullman Ciawi Vimala Hills, penulis memulai magang dari 1 Agustus 2023 sampai dengan 31 Januari 2024 di department front office, dengan melakukan program magang di department front office ini penulis mendapatkan pembelajaran baru seputar dunia perhotelan, penulis mendapatkan pengetahuan praktek lebih dari industri perhotelan, penulis mendapatkan tanggung jawab untuk menyelesaikan tugas dari hotel sebagai trainee di Pullman Ciawi Vimala Hills. Selama melakukan program magang ini ada beberapa pengalaman yang baru dan juga permasalahan yang penulis hadapi dan akan dituliskan dalam laporan ini. Dengan adanya program magang dari Universitas Multimedia Nusantara ini penulis membikin laporan ini untuk memenuhi syarat kelulusan, dan untuk memberikan informasi bagi mahasiswa dan mahasiswi yang baru memulai program magang di industri perhotelan.

Kata kunci: *Industri perhotelan, program magang, front office, dunia perhotelan*

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ABSTRACT

This internship program is carried out to fulfill the graduation requirements at Multimedia Nusantara University. This internship program is held in the fifth semester with a practical period of 6 full months at the hotel. With the internship program organized by Multimedia Nusantara University, the author also received theoretical and practical lessons directly from the world of hospitality. The author did an internship program for 6 months at Pullman Ciawi Vimala Hills, the author started an internship from 1 August 2023 to 31 January 2024 in the front office department, by doing an internship program in the front office department the author gained new learning about the world of hospitality, the author gained knowledge practice more from the hotel industry, the author got the responsibility to complete assignments from the hotel as a trainee at Pullman Ciawi Vimala Hills. During this internship program there were several new experiences and problems that the author faced and will be written about in this report. With the existence of an internship program from Multimedia Nusantara University, the author created this report to fulfill graduation requirements, and to provide information for students who have just started an internship program in the hotel industry.

Keywords: *Hotel industry, internship program, front office, hotel world*

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