

**INTERNSHIP PROGRAM IN FRONT OFFICE DEPARTMENT
AT ATRIA HOTEL GADING SERPONG**



UMN
UNIVERSITAS
MULTIMEDIA
NUSANTARA

INTERNSHIP REPORT

VELLIX TARTANTO

00000068601

**HOTEL OPERATIONS PROGRAM
FACULTY OF BUSINESS
UNIVERSITAS MULTIMEDIA NUSANTARA
TANGERANG
2025**

**INTERNSHIP PROGRAM IN FRONT OFFICE
DEPARTMENT AT ATRIA HOTEL GADING
SERPONG**



INTERNSHIP REPORT

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

VELLIX TARTANTO

00000068601

HOTEL OPERATIONS PROGRAM

FACULTY OF BUSINESS

UNIVERSITAS MULTIMEDIA NUSANTARA

TANGERANG

2025

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I hereby,

Full Name : Vellix Tartanto

Student ID 00000068601

Study Program : Hotel Operations

Internship Report titled:

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Tangerang, 3rd January 2025



(Vellix Tartanto)

HALAMAN PENGESAHAN

Laporan magang dengan judul

Internship report in front office department at atria hotel gading serpong

Oleh

Nama : Vellix Tartanto

NIM : 00000068601

Program Studi : Perhotelan

Fakultas : Business

Telah diujikan pada hari 13/01/2025

Pukul 11.00 s.d 12.00 dan dinyatakan

LULUS

Dengan susunan penguji sebagai berikut.

Ketua Sidang



Oqke Prawira, S.ST. M.Si.Par

(NIDN. 04281080007)

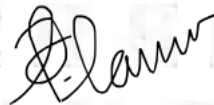
Penguji



Tri Ananti Listiana SSI., MM

(NIDN. 0324127604)

Pembimbing



Oqke Prawira, S.ST. M.Si.Par

(NIDN. 04281080007)

CONSENT PAGE

Internship Report titled:

**“INTERNSHIP PROGRAM IN FRONT OFFICE
DEPARTMENT AT ATRIA HOTEL GADING
SERPONG”**

By

Full Name : Vellix Tartanto

Student ID : 00000068601

Study Program : Hotel Operations

Faculty : Business

Has been Approved to be submitted to
Internship Examination Session University Multimedia Nusantara
Tangerang, 3rd January 2025

Advisor,



Oqke Prawira, S.ST. M.Si.Par

(NIDN. 04281080007)

Head of Hotel Operations Program



Oqke Prawira, S.ST. M.Si.Par

(NIDN. 04281080007)

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Internship Program In Front Office Department At Atria Hotel
Gading Serpong, Vellix Tartanto, Universitas Multimedia
Nusantara

PREFACE

Gratitude for the blessings and grace to God Almighty, for the completion of this internship report with the title: "Internship Program in Front office Department at Atria hotel gading serpong" is done to fulfil one of the requirements for obtaining the Diploma degree in the field of Hotel Operations Program at the Faculty of Business at Universitas Multimedia Nusantara. I realize that without the assistance and guidance from various parties, from the lecture period to the preparation of this Internship report, it would have been very difficult for me to complete it. Therefore, I express my gratitude to:

1. Dr. Andrey Andoko 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.
- 3 Mr. Oqke Prawira, SST.Par, M.Si.Par, as the Head of the Study Program of Universitas Multimedia Nusantara And as the Advisor who has provided guidance, direction, and motivation for the completion of this report.
4. My family who has provided material and moral support, so that can complete this thesis.

Tangerang, 3rd January 2025



Vellix Tartanto

**INTERNSHIP PROGRAM IN FRONT OFFICE
DEPARTMENT AT ATRIA HOTEL GADING
SERPONG**

(Vellix Tartanto)

ABSTRAK

Di era industri perhotelan ini, banyak pendirian di industri perhotelan telah memulai perkembangan serius setelah insiden wabah virus. Banyak dari perkembangan ini adalah penggunaan Teknologi dan AI, dan lebih banyak pekerjaan telah dipenuhi oleh teknologi dan AI tersebut membuat mereka yang ingin mendapatkan pekerjaan semakin sulit. Jika seseorang yang sudah memiliki pengalaman sedang mengalami kesulitan mendapatkan pekerjaan di industri perhotelan dan pariwisata, maka bagaimana dengan kami mahasiswa magang yang baru saja terjun ke dunia kerja. tentunya kita sebagai bagian dari generasi baru harus mampu beradaptasi dan bersaing dengan teknologi dan AI tersebut. Program magang dirancang dan dilaksanakan dengan tujuan untuk membantu mahasiswa mendapatkan pengalaman bekerja di lingkungan nyata dan memberikan mereka rasa sensasi gimana dunia asli berkerja, hotel Atria adalah hotel pertama yang dibuat oleh parador group di gading serpong Tangerang, dengan tujuan untuk memberikan pengalaman yang memuaskan kepada tamunya yang datang. Departemen front office adalah ujian serius tentang seberapa mendedikasikan, fokus, dan menentukan Anda bekerja di departemen seperti itu, mahasiswa magang harus dapat bekerja dengan cepat, tepat, mampu bekerja sama, dan memperhatikan detail. Target saya adalah untuk mempelajari teknologi tersebut untuk tujuan mengembangkan kemampuan saya demi memberikan pengalaman yang terbaik maupun itu untuk tamu maupun untuk teman kerja saya.

Kata kunci: *Hotel, departemen, front office, atria hotel, magang, murid.*

**INTERNSHIP PROGRAM IN FRONT OFFICE
DEPARTMENT AT ATRIA HOTEL GADING
SERPONG**

(Vellix Tartanto)

ABSTRACT (English)

In this era of hospitality industry many of the establishment in hospitality industry have begun serious development after the incident with the virus outbreak. Many of this development are the uses of Technology and AI, and more jobs have been fulfilled by those technology and AI making those who wanted to get a job even harder. If someone who is already have experience is having difficulties getting a job in the hospitality and tourism industry, then how about us internship student who just starting in the industry. of course we as part of a new generation must able to adapt and compete with those technology and AI. Internship program are design with a purpose to help student experience working in a real environment and to give them a sense of feel on how the real world works. Atria hotel is the first ever hotel created by paradior group here at gading serpong Tangerang with a purpose of giving a wonderful experience to its guests. As my job in the Front office department is serious test on how dedicate, focus, and determine you are working in such a department, internship student must be able to work quickly, fast, precise, able to work together, and pay attention to details. Now after I finish my internship program, my next objectives are to learn and use technology to further develop my skills in order to deliver a great experience, whether it is for the guests or my colleague in the future.

Keywords: Hotel, department, front office, atria hotel, internship, studen

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