

**INTERNSHIP PROGRAM IN PASTRY & BAKERY
PRODUCTION DEPARTMENT AT RAFFLES
JAKARTA**



UMN
UNIVERSITAS
MULTIMEDIA
NUSANTARA

INTERNSHIP REPORT

HELENA ALICIA SUGONDO

00000068842

HOTEL OPERATIONS PROGRAM

FACULTY OF BUSINESS

UNIVERSITAS MULTIMEDIA

NUSANTARA TANGERANG

2025

**INTERNSHIP PROGRAM IN PASTRY & BAKERY PRODUCTION
DEPARTMENT AT RAFFLES JAKARTA**



INTERNSHIP REPORT

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

HELENA ALICIA SUGONDO

00000068842

HOTEL OPERATIONS PROGRAM

FACULTY OF BUSINESS

UNIVERSITAS MULTIMEDIA NUSANTARA TANGERANG

2025

NON – PLAGIARISM DECLARATION FORM

Hereby, I:

Name : Helena Alicia Sugondo

Student ID : 00000068842

Program : Hotel Operations

Internship report with title of:

The Internship Program in the Pastry & Bakery Production Division at Hotel Indonesia Westin Bali is my own work not plagiarized from scientific works written by others, and all sources both quoted and referred to have been correctly stated and listed in the Bibliography.

If in the future it is proven that fraud / irregularities are found, both in the implementation of the internship report and in the writing of the internship report, I am willing to accept the consequences of being declared NOT PASSED for the final assignment that I have taken.

Tangerang, 3 January 2025



A handwritten signature in black ink, which appears to read 'Helena'.

(Helena Alicia Sugondo)

CONSENT PAGE

Internship report with title of

“INTERNSHIP PROGRAM IN PASTRY & BAKERY PRODUCTION DEPARTMENT AT RAFFLES JAKARTA”

By:

Name : Helena Alicia Sugondo

Student ID :00000068842

Program : Hotel Operations

Faculty : Business



Has been approved to be submitted to

Internship Examination Session Universitas Multimedia Nusantara

Tangerang, 3 January 2025

Advisor,

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

(NIDN. 0428108007)

UNIVERSITAS
MULTIMEDIA
NUSANTARA

Head of Hotel Operations Program,

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

(NIDN. 0428108007)

ENDORSEMENT PAGE

Internship report with title of

**“INTERNSHIP PROGRAM IN PASTRY & BAKERY PRODUCTION
DEPARTMENT AT RAFFLES JAKARTA”**

By:

Name : Helena Alicia Sugondo

Student ID :00000068842

Program : Hotel Operations

Faculty : Business

Has been tested on Monday, 13 January 2025

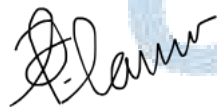
From 10.00 to 11.00, and was stated

PASSED

With the order of examiners as follows:

Advisor,

Examiner,



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

Rudolf Liska Bikardi SST. Par., MSMM

(NIDN. 0428108007)

(NIDN. L01001)

Head of Hotel Operations Program,



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

(NIDN. 0428108007)

PREFACE

Gratitude for the blessings and grace to God Almighty, for the completion of this internship report with the title: “Internship Program in Pastry & Bakery Department at Raffles Jakarta” is done to fulfill 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. Ir. Andrey Andoko, M.Sc. 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, SST.Par, M.Si.Par as the Head of the Study Program at Universitas Multimedia Nusantara. As well as the advisor who has devoted a lot of time to provide guidance, direction, and motivation for the completion of this Internship report.
4. To my supervisors at Raffles Jakarta.
5. To all the staff at Raffles Jakarta that has taught and guide me throughout my internship program
6. My parents, friends, and family have provided material and moral support, enabling the writer to complete this Internship report.

May this Internship report be beneficial, both as a source of information and inspiration for readers.

Tangerang, 3 January 2025



(Helena Alicia Sugondo)

INTERNSHIP PROGRAM IN PASTRY & BAKERY PRODUCTION DEPARTMENT AT RAFFLES JAKARTA

Helena Alicia Sugondo

ABSTRAK

Laporan ini menggambarkan pengalaman penulis selama menjalani program magang di Hotel Raffles Jakarta, khususnya di departemen Pastry dan Bakery. Program magang ini berlangsung selama enam bulan, dari 15 Juli 2024 hingga 15 Januari 2025, dan bertujuan untuk memberikan pemahaman langsung tentang dunia kerja di industri perhotelan kelas atas. Selama magang, penulis berkesempatan bekerja di dua divisi utama, yaitu Banquet dan Arts Cafe Product, yang menawarkan wawasan luas mengenai pengelolaan dapur, kolaborasi tim, manajemen inventaris, serta implementasi standar keamanan dan kebersihan.

Melalui program ini, penulis tidak hanya mengembangkan keterampilan teknis, tetapi juga memperkuat kemampuan komunikasi, pengelolaan waktu, pemecahan masalah, serta sikap profesional. Berbagai tantangan seperti kekurangan bahan baku dan keterbatasan alat kerja memberikan pengalaman nyata dalam mengatasi situasi yang menuntut solusi cepat dan efisien.

Kesimpulan dari laporan ini menegaskan bahwa magang di Raffles Jakarta memberikan landasan yang kokoh untuk berkarier di bidang perhotelan, melalui kombinasi antara pelatihan praktis dan pengalaman langsung yang sangat berharga.

Kata kunci: *Magang, Pastry dan Bakery, Perhotelan*

INTERNSHIP PROGRAM IN PASTRY & BAKERY PRODUCTION DEPARTMENT AT
RAFFLES JAKARTA

Helena Alicia Sugondo

ABSTRACT (English)

This report describes the writer's experience during an internship program at Raffles Jakarta Hotel, specifically in the Pastry and Bakery Department. The internship lasted for six months, from July 15, 2024, to January 15, 2025, and aimed to provide hands-on experience in the exclusive hospitality industry. The writer was assigned to two sections throughout the internship, Banquet and Arts Cafe Product, which offered an in-depth insight into kitchen management, workflow coordination, inventory management, as well as the implementation of safety and hygiene standards.

Through this internship, the writer not only enhanced the technical skills but also developed communication abilities, time management problem-solving skills, and professionalism. Challenges such as shortages of ingredients and equipment malfunctions allowed the writer to learn how to address real-world situations in a dynamic work environment.

This report concludes that the internship at Raffles Jakarta provided a solid foundation for pursuing a career in the hospitality industry, combining practical training with valuable work experience.

Keywords: Internship, Pastry and Bakery, Hospitality

TABLE OF CONTENT

NON – PLAGIARISM DECLARATION FORM.....	iii
CONSENT PAGE.....	iv
ENDORSEMENT PAGE	v
PREFACE.....	vi
ABSTRAK.....	vii
ABSTRACT (English).....	viii
TABLE OF CONTENT.....	ix
CHAPTER I.....	1
INTRODUCTION	1
1.1 Background.....	1
1.2 Purpose.....	3
1.3 Period and Procedures.....	4
CHAPTER II.....	6
GENERAL DESCRIPTION.....	6
2.1 Hotel’s Profile.....	6
2.1.1 History	6
2.1.2 Facilities.....	8
2.2 Organizational Structure.....	21
CHAPTER III.....	24
TRAINEE PERFORMANCE.....	24
3.1 Placement and Coordination.....	24
3.2 Job Description.....	29
3.3 Problem and Solution.....	34
CHAPTER IV.....	35

CONCLUSION AND RECOMMENDATION.....	35
4.1 Conclusion.....	35
4.2 Recommendation.....	35
APPENDIX.....	37
A. MBKM Cover Letter - MBKM 01	37
B. MBKM Card - MBKM 02.....	38
C. MBKM-03 Daily Tasks – MBKM 03	39
D. MBKM Report Verification Sheet - MBKM 04	70
E. MBKM Acceptance Letter (LoA).....	71
F. Turnitin Checking Result.....	72
G. Activities and Products.....	73
REFERENCE.....	77

