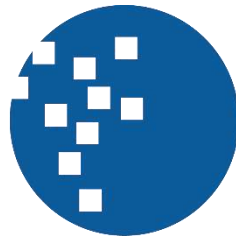


**INTERNSHIP PROGRAM  
IN FOOD AND BEVERAGE PRODUCT DEPARTMENT  
AT HOTEL TENTREM YOGYAKARTA**



**UMN**  
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**MBKM REPORT**

**FIRA SEFIRNA ANANDA**

**00000077869**

**HOTEL OPERATION STUDY PROGRAM  
FACULTY OF BUSINESS  
UNIVERSITAS MULTIMEDIA NUSANTARA  
TANGERANG  
2024/2025**

**INTERNSHIP PROGRAM**  
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**AT HOTEL TENTREM YOGYAKARTA**



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**FIRA SEFIRNA ANANDA**

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**HOTEL OPERATION STUDY PROGRAM**  
**FACULTY OF BUSINESS**  
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**“INTERNSHIP PROGRAM IN FOOD AND BEVERAGE PRODUCT**

**DEPARTMENT AT HOTEL TENTREM YOGYAKARTA”**

By

Full Name : Fira Sefirna Ananda

Student ID : 00000077869

Study Program : Hotel Operation

Faculty : Business

Has been approved to be submitted to  
Internship Examination Session Universitas Multimedia Nusantara

Tangerang, 5<sup>th</sup> January 2025


Advisor



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Head of Hotel Operation Study Program



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

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III

## ENDORSEMENT PAGE

The internship report titled:

### “INTERNSHIP PROGRAM IN FOOD AND BEVERAGE PRODUCT DEPARTMENT AT HOTEL TENTREM YOGYAKARTA”

By

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## PREFACE


As the result of the gratitude in finishing the Internship Report by the title: “Internship Program in Food and Beverage Product Department at Hotel Tentrem Yogyakarta”, has been very honoured by this MBKM Internship Program to enhance the hard skill and soft skill in hotel industry, by expecting to give inspirational insight for the next intern students of hotel operation study program.

I would like to thank

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7. My family who has provided material and moral support, so that I can complete this thesis.

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

Tangerang, 6<sup>th</sup> January 2025



(Fira Sefirna Ananda)

**INTERNSHIP PROGRAM**  
**IN FOOD AND BEVERAGE PRODUCT DEPARTMENT**  
**AT HOTEL TENTREM YOGYAKARTA**

(Fira Sefirna Ananda)

**ABSTRAK**

Industri perhotelan menghadapi tantangan untuk mendapatkan tamu baru dan mempertahankan tamu yang loyal, terutama setelah Covid-19 dengan melakukan manajemen kualitas layanan. Industri perhotelan harus fleksibel dan sesuai dengan tujuan pemulihan untuk meningkatkan kinerja industri di masa depan. Dalam hal ini, Hotel Tentrem Yogyakarta membuat para rekanan dan peserta pelatihan mereka menjadi berkembang dan tumbuh melalui kemampuan beradaptasi dan keberlanjutan inovasi industri perhotelan di industri perhotelan. Rekomendasi ini menjadi berguna bagi mahasiswa tahun pertama di Program Studi Hotel Operation Universitas Multimedia Nusantara untuk memilih tempat magang berdasarkan tempat yang akan dipilih untuk program magang mereka. Hal ini penting bagi mahasiswa untuk mendapatkan wawasan dan gambaran baru mengenai jalur karir yang dapat mereka rancang.

**Kata kunci:** Industri Perhotelan, Hotel Tentrem Yogyakarta, Program Magang





**INTERNSHIP PROGRAM**  
**IN FOOD AND BEVERAGE PRODUCT DEPARTMENT**  
**AT HOTEL TENTREM YOGYAKARTA**

(Fira Sefirna Ananda)

**ABSTRACT**

*Hotel industry is facing a challenge in gaining new customers and maintaining loyal customers, especially after Covid-19 by making service quality management. Hotel industry needs to be flexible and compatible with the goals of restitution to increase the performance of the industry in the future. In this case, Hotel Tentrem Yogyakarta makes their associates and trainees become developed and growing through adaptability and sustainability of the hotel industry's innovation in the hospitality industry. This recommendation becomes useful for junior year students in the Hotel Operation Program in Universitas Multimedia Nusantara to choose their internship path based on the place to choose for their internship program. It is important for university students to gain new insight and overview regarding the career path the students may design.*

**Keywords:** *Hotel Industry, Hotel Tentrem Yogyakarta, Internship Program*



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