

INTERNSHIP PROGRAM IN THE FOOD PRODUCTION

DEPARTMENT AT HOTEL ST REGIS BALI



UMN

UNIVERSITAS
MULTIMEDIA
NUSANTARA

INTERNSHIP REPORT

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HOTEL OPERATIONS PROGRAM

FACULTY OF BUSINESS

UNIVERSITAS MULTIMEDIA NUSANTARA

TANGERANG

2025

INTERNSHIP PROGRAM IN THE FOOD PRODUCTION

DEPARTMENT AT HOTEL ST REGIS BALI



INTERNSHIP REPORT

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

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HOTEL OPERATIONS PROGRAM
FACULTY OF BUSINESS

UNIVERSITAS MULTIMEDIA NUSANTARA
TANGERANG

2025

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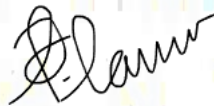
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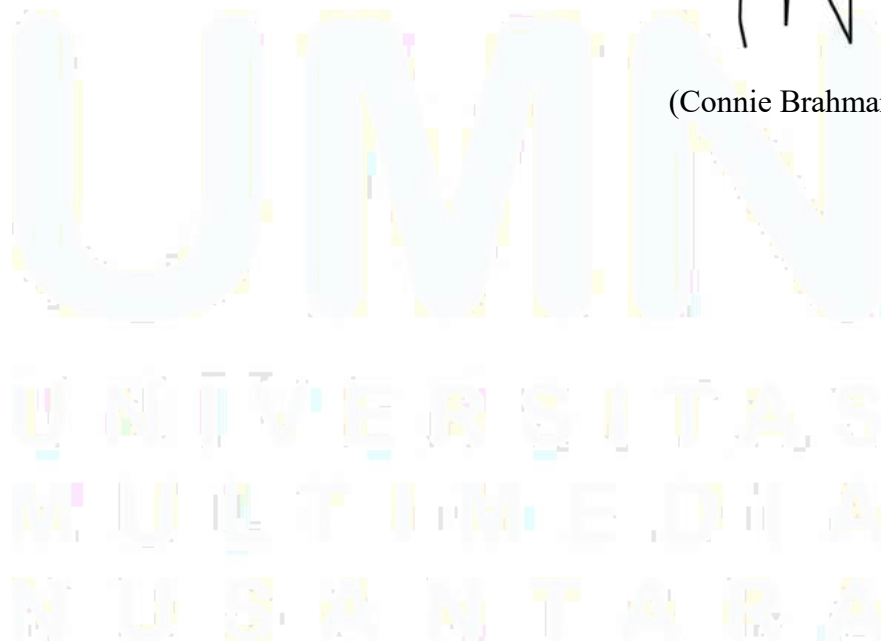
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PREFACE

Gratitude for the blessings and grace of God Almighty. For this to be resolved, this internship report with the title: “Food Production Internship Program Department at St. Regis Bali” was carried out to fulfill one of the reasons requirements to obtain a Diploma in Hotel Operations Program at the Faculty of Business, Multimedia Nusantara University. I realized that this internship report preparation period will be very difficult for me to solve without help and guidance from various parties, both from lecturers. Therefore, I express my gratitude to:

1. Dr. Andrey Andoko., MSc 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. Oqke Prawira, S.ST., M.Si.Par., as the Head of the Study Program at Universitas Multimedia Nusantara and also as the first 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 I can complete this report.

Hopefully, this report will contribute as a source of information and inspiration for others.

Tangerang, 3 Januari 2025



(Connie Brahmana)

INTERNSHIP PROGRAM IN FOOD PRODUCTION

DIVISION AT HOTEL ST REGIS BALI

(Connie Brahmana)

ABSTRAK

Integrasi teknologi memiliki peranan penting dalam industri hotel, karena dampaknya yang besar terhadap ekonomi negara dan persaingan yang semakin ketat dalam era digital saat ini. Inovasi teknologi memainkan peran krusial dalam memperkuat keunggulan kompetitif dan meningkatkan pengalaman pelanggan dalam sektor perhotelan. Teknologi tidak hanya mendukung efisiensi operasional, tetapi juga membantu hotel beradaptasi dengan kebutuhan dan harapan tamu yang terus berkembang. Khususnya, dalam departemen dapur di St. Regis Bali Resort, tempat saya magang, penggunaan teknologi sangatlah penting untuk memastikan kualitas layanan terbaik. Dengan mengadopsi solusi teknologi inovatif, seperti peralatan dapur canggih, perangkat otomatisasi, dan platform komunikasi digital, efisiensi kerja meningkat signifikan, sementara konsistensi dalam penyajian hidangan tetap terjaga.

Selain itu, integrasi teknologi ini memberikan manfaat tambahan berupa peningkatan pengalaman personal bagi tamu, terutama melalui layanan tanpa kontak yang menjadi standar pasca-pandemi COVID-19. Hal ini memastikan keamanan tamu, sambil memberikan mereka kontrol lebih besar atas lingkungan mereka, mulai dari preferensi makanan hingga kenyamanan selama menginap. Teknologi juga mempercepat komunikasi antara tamu dan staf, sehingga membantu penyelesaian masalah lebih cepat dan meningkatkan kepuasan tamu secara keseluruhan. Melalui pengalaman magang saya di departemen dapur St. Regis Bali Resort, saya ingin mendalami bagaimana teknologi dapat digunakan secara strategis untuk mengoptimalkan proses operasional, menciptakan pengalaman tamu yang luar biasa, dan meningkatkan standar industri perhotelan secara keseluruhan.

Kata kunci: Teknologi, Layanan, Perhotelan

INTERNSHIP PROGRAM IN FOOD PRODUCTION

DIVISION AT HOTEL ST REGIS BALI

(Connie Brahmana)

ABSTRACT (English)

The integration of technology plays a vital role in the hospitality industry due to its significant impact on the national economy and the increasingly competitive landscape in today's digital era. Technological innovation is crucial for strengthening competitive advantages and enhancing customer experiences in the hospitality sector. Technology not only supports operational efficiency but also enables hotels to adapt to the ever-evolving needs and expectations of their guests. Specifically, in the kitchen department of St. Regis Bali Resort, where I am interning, the use of technology is essential for delivering exceptional service quality. By adopting innovative technological solutions, such as advanced kitchen equipment, automation tools, and digital communication platforms, operational efficiency is significantly improved, while consistency in dish presentation is maintained.

Moreover, this technological integration offers additional benefits by enhancing personalized guest experiences, particularly through contactless services that have become standard in the post-COVID-19 era. This ensures guest safety while providing them with greater control over their environment, from food preferences to overall comfort during their stay. Technology also accelerates communication between guests and staff, facilitating quicker problem resolution and boosting overall guest satisfaction. Through my internship experience in the kitchen department at St. Regis Bali Resort, I aim to explore how technology can be strategically leveraged to optimize operational processes, create outstanding guest experiences, and elevate hospitality industry standards.

Keywords: *Technology, Services, Hospitality*

TABLE OF CONTENT

TITLE PAGE	I
NON – PLAGIARISM DECLARATION FORM	II
CONSENT PAGE	III
PREFACE	IV
ABSTRAK.....	V
ABSTRACT.....	VI
TABLE OF CONTENT	VII
LIST OF FIGURES	VIII
LIST OF TABLES	IX
LIST OF APPENDIX.....	X
CHAPTER I. INTRODUCTION	11
1.1 Background.....	11
1.2 Purpose	13
1.3 Period and Procedures	14
CHAPTER II. GENERAL DESCRIPTION	16
2.1 Hotel’s Profile.....	16
2.1.1 History	16
2.1.2 Facilities.....	17
2.2 Organizational Structure.....	30
CHAPTER III. INTERNSHIP IMPLEMENTATION	34
3.1 Placement and Coordination	34
3.2 Job Description	36
3.3 Problem and Solution	37
CHAPTER IV. CONCLUSION AND RECOMMENDATION.....	39
4.1 Conclusion.....	39
4.2 Recommendation	40
REFERENCES	42
APPENDIX.....	44

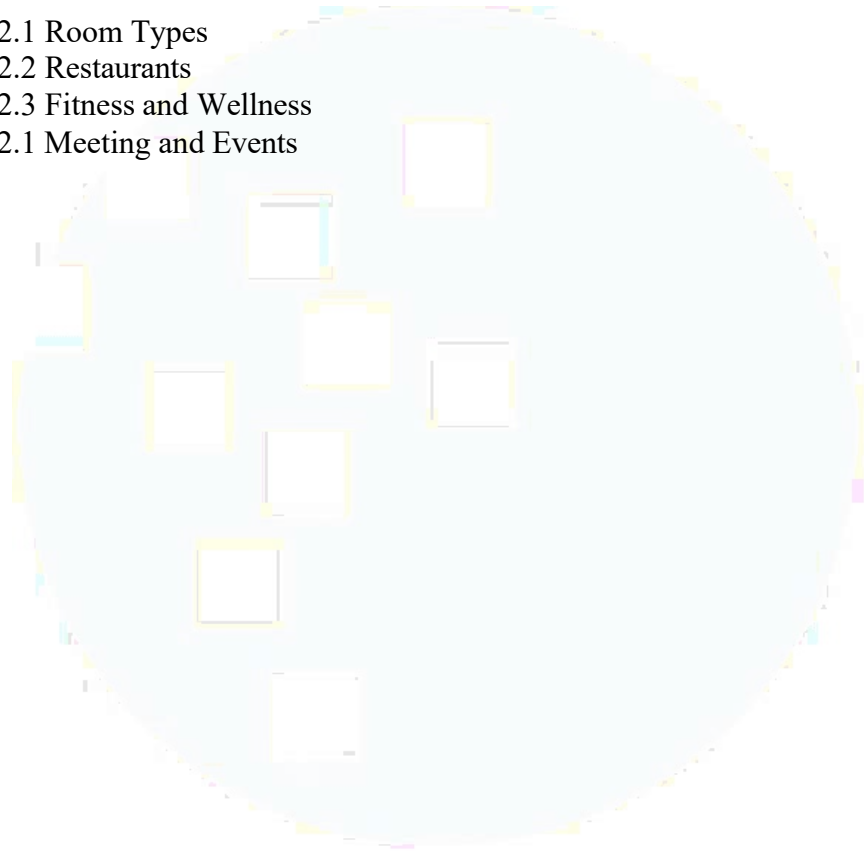
LIST OF FIGURES

Picture 2.1 St. Regis Suite	17
Picture 2.2 St. Regis Orchid Suite	18
Picture 2.3 St. Regis Pool Suite	18
Picture 2.4 Gardenia Villa	19
Picture 2.5 The Strand Villa	20
Picture 2.6 Grand Astor	21
Picture 2.7 The Strand Residences	21
Picture 2.8 Kayuputi	22
Picture 2.9 Boneka	23
Picture 2.10 The St. Regis Bar	23
Picture 2.11 Gourmand Deli	23
Picture 2.12 Dulang	24
Picture 2.13 Vista Bar	24
Picture 2.14 Iridium Spa	25
Picture 2.15 Fitness	25
Picture 2.16 Stand-up Paddle Yoga	26
Picture 2.17 Yoga	26
Picture 2.18 The Astor Ballroom	27
Picture 2.19 Astor A	27
Picture 2.20 Astor B	28
Picture 2.21 Pre-Function	28
Picture 2.22 John Jaacob IV	28
Picture 2.23 Newport	29
Picture 2.24 Amphitheater	29
Picture 2.25 Cloud Nine Chapel	29
Picture 2.26 Cloud Nine Terrace	30
Picture 2.26 Culinary Organizational Chart	30



LIST OF TABLES

Table 2.1 Room Types	17
Table 2.2 Restaurants	22
Table 2.3 Fitness and Wellness	24
Table 2.1 Meeting and Events	26



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M U L T I M E D I A
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LIST OF APPENDIX

MBKM Cover Letter – MBKM 01	45
MBKM Card – MBKM 02	46
MBKM Daily Task – MBKM 03	47
MBKM Report Verification Sheet – MBKM 04	58
MBKM Acceptance Letter (LoA)	59
All work results of tasks carried out during MBKM	65
Appendix Checking Turnitin Results	75

