

**INTERNSHIP PROGRAM IN FOOD PRODUCTION
DEPARTMENT AT SWISSÔTEL JAKARTA**



UMN

UNIVERSITAS
MULTIMEDIA
NUSANTARA

INTERNSHIP REPORT

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

2025

**INTERNSHIP PROGRAM IN FOOD PRODUCTION
DEPARTMENT AT SWISSÔTEL JAKARTA**



INTERNSHIP REPORT

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

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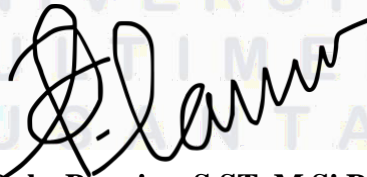
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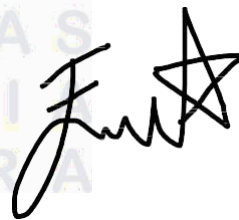
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PREFACE

Gratitude for the blessings and grace to God Almighty, for the completion of this internship report with the title: " INTERNSHIP PROGRAM IN FOOD PRODUCTION DEPARTMENT AT SWISSÔTEL JAKARTA " 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:

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2. Dr. Friska Natalia, S.Kom., M.T. as the Dean of the Faculty of Universitas Multimedia Nusantara.
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5. My family who has provided material and moral support, so that I can complete this thesis.
6. My boyfriend, friends who has help and support me

Tangerang, 4 January 2025



(Finnilisya Oktaviany)

INTERNSHIP PROGRAM IN FOOD PRODUCTION DEPARTMENT AT SWISSÔTEL JAKARTA

Finnilisya Oktaviany

ABSTRAK

Pariwisata berperan penting dalam perekonomian global, dengan hotel menyediakan akomodasi dan layanan yang meningkatkan pengalaman perjalanan. Meski terdampak pandemi COVID-19, sektor ini menunjukkan ketahanan, pulih seiring pelonggaran pembatasan. Magang di Swissôtel Jakarta memberikan pengalaman praktis berharga, menghubungkan teori akademik dengan realitas industri perhotelan. Penulis bekerja di berbagai departemen dapur, menghadapi tantangan seperti teknik memasak dan keluhan tamu, yang meningkatkan keterampilan teknis, ketahanan mental, dan profesionalisme. Sebagai bagian dari AccorHotels, Swissôtel memadukan kemewahan, layanan unggul, dan keberlanjutan, menciptakan pengalaman yang tak terlupakan bagi wisatawan dan calon profesional perhotelan

Kata Kunci: Swissotel, food production, covid-19

INTERNSHIP PROGRAM IN THE F&B SERVICE AT MERCURE TANGERANG BSD CITY

Finnilisya Oktaviany

ABSTRACT (English)

Tourism plays a vital role in the global economy, with hotels providing accommodation and services that enhance the travel experience. Despite being impacted by the COVID-19 pandemic, the sector has shown resilience, recovering as restrictions ease. Interning at Swissôtel Jakarta provided valuable practical experience, connecting academic theory with the realities of the hospitality industry. The author worked across various kitchen departments, facing challenges such as cooking techniques and guest complaints, enhancing technical skills, mental resilience and professionalism. As part of AccorHotels, Swissôtel combines luxury, superior service and sustainability, creating unforgettable experiences for travelers and aspiring hospitality professionals.

Keywords: *Swissotel, food production, covid-19*

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