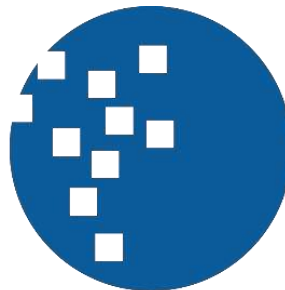


**INTERNSHIP PROGRAM IN FRONT OFFICE  
DEPARTMENT AT HOTEL ARYADUTA LIPPO VILLAGE**



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**INTERNSHIP REPORT**

**Jessica Fernanda**

**00000067039**

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

**INTERNSHIP PROGRAM IN FRONT OFFICE  
DEPARTMENT AT HOTEL ARYADUTA LIPPO VILLAGE**



**INTERNSHIP REPORT**

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

**Jessica Fernanda**  
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**HOTEL OPERATIONS STUDY PROGRAM  
FACULTY OF BUSINESS  
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By

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Student ID : 00000067039  
Study Program : Hotel Operations  
Faculty : Business

Has been approved to be submitted to  
Internship Examination Session Universitas Multimedia Nusantara  
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A handwritten signature in black ink, which appears to be 'Jessica Fernanda', is written over the logo.

Jessica Fernanda


## PREFACE

Thank God that I finally completed the revision of this internship report on time. I am very grateful for the smooth internship program that I did at Aryaduta Lippo Village for six months without any accidents. All the staffs are kind and respectful and I was even hired after I finished my internship. I would like to express gratitude not only to God but also to many people that have supported me. I would like to extend my gratitude to:

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2. Dr. Florentina Kurniasari T. S.Sos, M.B.A., as the Dean of the Faculty of Business in Universitas Multimedia Nusantara.
3. Oqke Prawira, SST. Par, M.Si.Par, as the Head of the Study Program of Universitas Multimedia Nusantara.
4. Adestya Ayu Armielia, SST.Par, M.Si.Par as the Advisor who has provided guidance, direction, and motivation for the completion of this report.
5. My family who has provided material and moral support, so that I can complete this thesis.
6. My colleagues and my supervisors that have provided guidance, patience and knowledge throughout the training program.

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

Tangerang, 9th January 2025



Jessica Fernanda

## **INTERNSHIP PROGRAM IN FRONT OFFICE DEPARTMENT AT ARYADUTA HOTEL**

Jessica Fernanda

### **ABSTRAK**

Makalah ini mencakup pengalaman magang di ARYADUTA Lippo Village, dengan fokus pada tren pariwisata lokal yang semakin berkembang dan bagaimana hotel ini tetap setia pada identitas Indonesia-nya. Seiring dengan pemulihan industri perhotelan dari dampak pandemi COVID-19, ARYADUTA menyambut perubahan ini dengan menawarkan pengalaman lokal yang autentik kepada tamu, sambil tetap memenuhi standar kebersihan baru dan mengatasi perubahan kebiasaan perjalanan. Magang ini bertujuan untuk meningkatkan keterampilan praktis dalam interaksi dengan tamu, manajemen reservasi, dan operasional hotel, serta menyoroti tantangan dalam menyesuaikan diri dengan lingkungan kerja baru dan memenuhi kebutuhan tamu selama periode puncak. Meskipun menghadapi tantangan tersebut, pengalaman ini memberikan peluang belajar yang berharga, yang mendukung pengembangan profesional dan pribadi, serta memperdalam pemahaman tentang sektor perhotelan yang terus berkembang.

***Kata kunci:*** Program Magang, Departemen Front Office, ARYADUTA Lippo Village, Perhotelan



## **INTERNSHIP PROGRAM IN FRONT OFFICE DEPARTMENT AT ARYADUTA HOTEL**

Jessica Fernanda

### ***ABSTRACT (English)***

This paper covers the internship experience at Aryaduta Lippo Village, focusing on the growing trend of local tourism and how the hotel stays true to its Indonesian identity. As the hospitality industry recovers from the impact of the COVID-19 pandemic, Aryaduta embraces this shift by offering guests authentic local experiences, while also keeping up with new hygiene standards and changing travel habits. The internship aimed to enhance practical skills in guest interaction, reservation management, and hotel operations, while also highlighting the challenges of adapting to a new work environment and addressing guest needs during peak times. Despite these challenges, the experience provided valuable learning opportunities, fostering both professional and personal development and deepening understanding of the evolving hospitality sector.

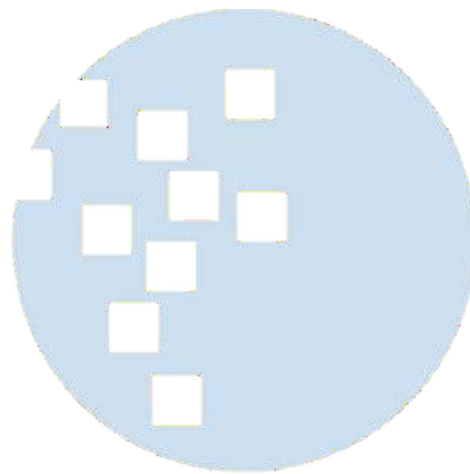
***Keywords:*** *Internship Program , Front Office Department, ARYADUTA Lippo Village, Hospitality*

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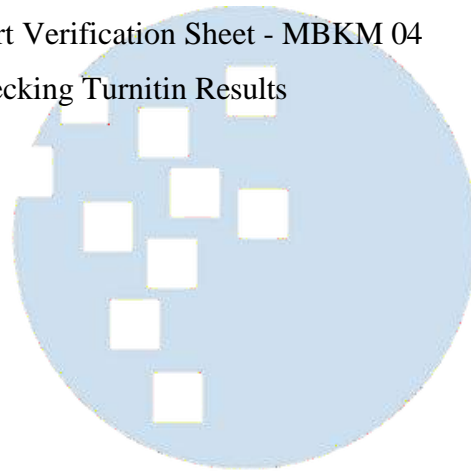
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