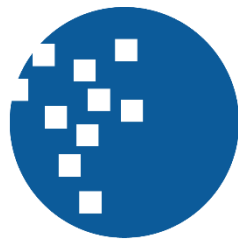


**INTERNSHIP PROGRAM IN THE PASTRY AND BAKERY
DEPARTMENT AT SHERATON JAKARTA SOEKARNO
HATTA AIRPORT**



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INTERNSHIP REPORT

Anastasia Veronica

0000069087

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

**INTERNSHIP PROGRAM IN THE PASTRY AND BAKERY
DEPARTMENT AT SHERATON JAKARTA SOEKARNO
HATTA AIRPORT**



INTERNSHIP REPORT

Proposed to fulfill one of the requirements
to obtain the title of Associate Diploma (A.Md.Par)
in Tourism

Anastasia Veronica

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**HOTEL OPERATIONS PROGRAM
FACULTY OF BUSINESS**

**UNIVERSITAS MULTIMEDIA NUSANTARA
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2025

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AIRPORT”**

By

Full Name : Anastasia Veronica
Student ID : 00000069087
Study Program : Hotel Operations
Faculty : Business

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at Universitas Multimedia Nusantara

Tangerang, 3 January 2025

Supervisor / Mentor



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DEPARTMENT AT SHERATON JAKARTA SOEKARNO HATTA
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PASSED

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PREFACE

I would like to first thank God Almighty for the completion of this report with the title “Internship Program in the Pastry and Bakery Department at Sheraton Jakarta Soekarno Hatta Airport”. With his blessings and permission, I was able to fulfill my internship and write a report about it. I know that without the help of people around me, I would not be able to finish this report, therefore I would like to thank:

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 of Universitas Multimedia Nusantara.
3. Mr. Oqke Prawira M.Si.Par, as the Head of the Study Program of Universitas Multimedia Nusantara and as the Advisor who has provided guidance, direction, and motivation for the completion of this report.
4. Other Lecturers in Hotel Operations UMN, for motivating and supporting me throughout the process of making this report.
5. Chef Rikky Yohanson as well as the other staff members, that has guided and helped me throughout the internship.
6. My family has provided material and moral support so that I can complete this report.
7. My friends who have been there to give moral support and motivation, so that I can complete this report.

Hopefully, this internship report will contribute as a source of information and inspiration for other people.

Tangerang, 3rd January 2025



(Anastasia Veronica)

INTERNSHIP PROGRAM IN THE PASTRY AND BAKERY DEPARTMENT AT SHERATON JAKARTA SOEKARNO HATTA AIRPORT

(Anastasia Veronica)

ABSTRAK

Laporan ini mendokumentasikan pengalaman magang penulis di Departemen Pastry dan Bakery di Sheraton Jakarta Hotel Bandara Soekarno Hatta dari tanggal 9 Juli 2024 hingga 8 Januari 2025. Magang ini bertujuan untuk mendapatkan pengalaman langsung, mengembangkan keterampilan teknis dan interpersonal, serta membangun koneksi industri. Ditempatkan terutama di bagian *pastry*, penulis berkontribusi dalam menyiapkan makanan penutup untuk acara, jamuan makan, dan sarapan sambil sesekali membantu operasional *bakery*. Tugasnya termasuk membuat item sarapan, mengelola bahan, dan mempelajari teknik hiasan. Tantangan seperti beradaptasi dengan lingkungan dapur baru diatasi melalui komunikasi proaktif dan kolaborasi dengan staf. Magang memberikan wawasan yang sangat berharga mengenai operasional hotel, meningkatkan keahlian kuliner penulis, dan memperkuat keterampilan pemecahan masalah dan komunikasi. Bekerja dengan tim yang beragam dan berinteraksi dengan tamu internasional memperkaya pengalaman penulis. Laporan ini juga menyoroti dampak positif dari lingkungan kerja yang mendukung dan mencerminkan pertumbuhan penulis baik secara profesional maupun pribadi. Pengalaman ini menggarisbawahi nilai magang dalam menjembatani pembelajaran akademis dengan aplikasi dunia nyata sekaligus membina hubungan industri yang bermakna. Penulis bersyukur atas kesempatan ini, mengakui kontribusinya yang signifikan terhadap aspirasi karirnya di industri perhotelan.

Kata kunci: magang, sheraton, perhotelan

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INTERNSHIP PROGRAM IN THE PASTRY AND BAKERY DEPARTMENT AT SHERATON JAKARTA SOEKARNO HATTA AIRPORT

(Anastasia Veronica)

ABSTRACT (English)

This report documents the writer's internship experience in the Pastry and Bakery Department at Sheraton Jakarta Soekarno Hatta Airport Hotel from July 9, 2024, to January 8, 2025. The internship aimed to gain hands-on experience, develop technical and interpersonal skills, and build industry connections. Placed primarily in the pastry section, the writer contributed to preparing desserts for events, banquets, and breakfasts while occasionally assisting in bakery operations. Tasks included crafting breakfast items, managing condiments, and learning garnishing techniques. Challenges such as adapting to a new kitchen environment were overcome through proactive communication and collaboration with staff. The internship provided invaluable insights into hotel operations, enhanced the writer's culinary expertise, and strengthened problem-solving and communication skills. Working with a diverse team and interacting with international guests enriched the experience. The report also highlights the positive impact of a supportive work environment and reflects on the writer's growth both professionally and personally. This experience underscored the value of internships in bridging academic learning with real-world applications while fostering meaningful industry connections. The writer expresses gratitude for this opportunity, recognizing its significant contribution to her career aspirations in the hospitality industry.

Keywords: *internship, sheraton, hospitality*

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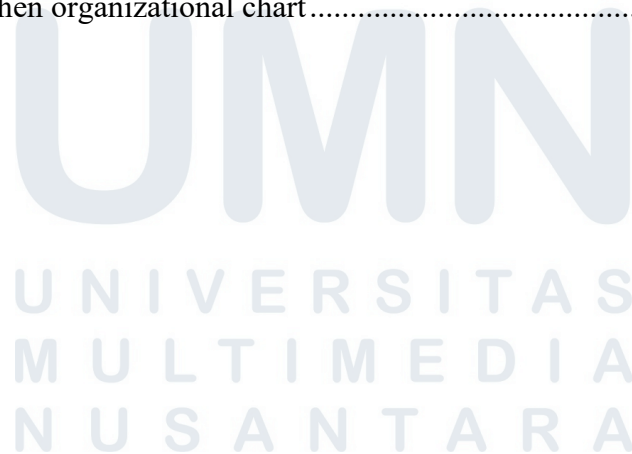


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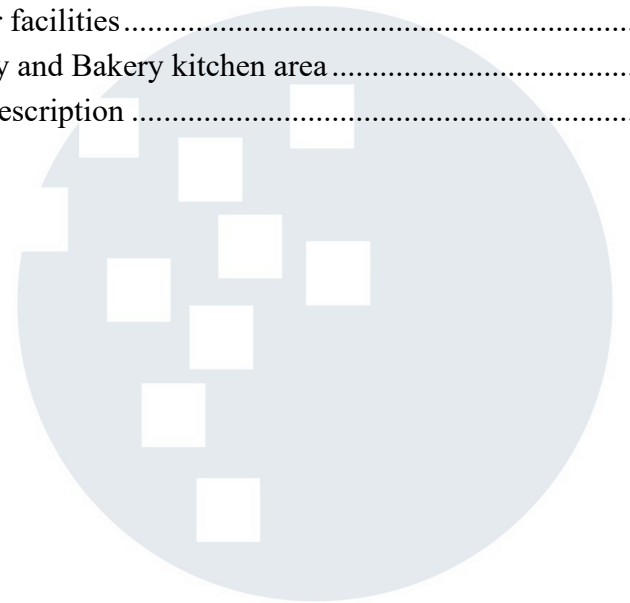
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