

**INTERNSHIP PROGRAM IN FRONT OFFICE DEPARTMENT
AT MANDARIN ORIENTAL JAKARTA**



INTERNSHIP REPORT

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**UNIVERSITAS
MULTIMEDIA
NUSANTARA**

HOTEL OPERATIONS PROGRAM

FACULTY OF BUSINESS

UNIVERSITAS MULTIMEDIA NUSANTARA TANGERANG

2025

**INTERNSHIP PROGRAM IN FRONT OFFICE DEPARTMENT
AT MANDARIN ORIENTAL JAKARTA**



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INTERNSHIP REPORT

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

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2025

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Patrick Edward Suryajaya



PREFACE

Gratitude for the blessings and grace to God Almighty, for the completion of this internship report with the title: “Internship Program in Front Office Department at Mandarin Oriental, 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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7. My family, friends, and beloved girlfriend who has helped in providing material and moral support, so that I can complete this thesis.

May this Internship report be beneficial, both as a source of information and inspiration for readers.

Jakarta, 03 January 2025



Patrick Edward Suryajaya

INTERNSHIP PROGRAM IN FRONT OFFICE DEPARTMENT AT MANDARIN ORIENTAL, JAKARTA INDONESIA

Patrick Edward Suryajaya

ABSTRAK

Laporan ini menggambarkan pengalaman magang selama enam bulan penulis di Departemen Front Office Mandarin Oriental Jakarta, yang menyoroti peran penting industri perhotelan dan pariwisata dalam pertumbuhan ekonomi, pertukaran budaya, dan globalisasi. Program magang ini bertujuan menjembatani pengetahuan akademik dengan pengalaman praktis di hotel bintang lima yang mewah. Laporan ini mencakup sejarah, struktur organisasi, dan operasi Mandarin Oriental Jakarta dan departemen Front Office yang ada di dalamnya, dengan fokus pada perannya dalam interaksi tamu dan pelayanan secara keseluruhan. Tanggung jawab penulis meliputi check-in, check-out, manajemen reservasi, pertanyaan tamu, dan koordinasi antar-departemen. Penulis juga menangani tantangan seperti keluhan tamu, masalah tagihan, dan kebutuhan tamu yang beragam. Melalui pengalaman langsung, penulis mengembangkan keterampilan komunikasi, multitasking, dan penyelesaian masalah, serta memahami operasi hotel dan pentingnya kerja tim. Laporan ini diakhiri dengan rekomendasi bagi mahasiswa yang ingin memasuki industri perhotelan dan saran untuk peningkatan operasional di Mandarin Oriental Jakarta, menawarkan wawasan berharga tentang industri ini dan peluangnya.

Kata kunci: Departemen Front Office, Industri Perhotelan, Mandarin Oriental Jakarta, Program Magang.



INTERNSHIP PROGRAM IN FRONT OFFICE DEPARTMENT AT MANDARIN ORIENTAL, JAKARTA INDONESIA

Patrick Edward Suryajaya

ABSTRACT

This report outlines the writer's six-month internship in the Front Office Department at Mandarin Oriental Jakarta, highlighting the hospitality and tourism industry's critical role in economic growth, cultural exchange, and globalization. The internship aimed to bridge academic knowledge with practical experience in a luxury hotel setting. The report details Mandarin Oriental Jakarta's history, organizational structure, and Front Office operations, emphasizing its role in guest interactions and overall service delivery. The writer's responsibilities included check-ins, check-outs, reservation management, guest inquiries, and interdepartmental coordination. They also handled challenges such as managing guest complaints, resolving billing issues, and adapting to diverse guest needs. Through hands-on experience, the writer developed skills in communication, multitasking, and problem-solving, while also gaining insights into hotel operations and the importance of teamwork. The report concludes with recommendations for students entering the hospitality industry and suggestions for operational improvements at Mandarin Oriental Jakarta, offering valuable insights into the industry and its opportunities.

Keywords: *Front Office Department*, Internship Program, Mandarin Oriental Jakarta.



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