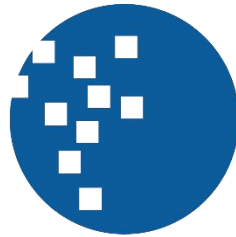


**INTERNSHIP PROGRAM IN FOOD AND BEVERAGE  
SERVICE DEPARTMENT AT THE RITZ-CARLTON KYOTO**



**UMN**

UNIVERSITAS  
MULTIMEDIA  
NUSANTARA

**INTERNSHIP REPORT**

**THAYA MAGENTA**

**00000068242**

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

**2025**

**INTERNSHIP PROGRAM IN FOOD AND BEVERAGE  
SERVICE DEPARTMENT AT THE RITZ-CARLTON KYOTO**



**UMN**  
UNIVERSITAS  
MULTIMEDIA  
NUSANTARA

**INTERNSHIP REPORT**

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

**THAYA MAGENTA**

**00000068242**

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

**2025**

## NO PLAGIARISM STATEMENT

Hereby, I:

Full Name : Thaya Magenta

Student ID : 00000068242

Study Program : Hotel Operations

Internship report with title of:

Internship Program in Food and Beverage Service Department at The Ritz-Carlton Kyoto is the result of my own work. It is not plagiarism nor written by anyone else, and all quoted and referenced sources have been correctly stated and included in the Bibliography.

Should it be proven that there is fraud / irregularities in my paper, both related to the MBKM process or report writing, I am willing to accept the consequence of being declared NOT PASS for the MBKM Course that I have taken. I will also bear all legal consequences against me and will not involve Universitas Multimedia Nusantara, regarding the act of plagiarism.

Kyoto, 3 January 2025



(Thaya Magenta)

## CONSENT PAGE

The internship report with the titled:

### **INTERNSHIP PROGRAM IN FOOD AND BEVERAGE SERVICE DEPARTMENT AT THE RITZ CARLTON KYOTO**

By

Full Name : Thaya Magenta  
Student ID : 00000068242  
Study Program : Hotel Operations  
Faculty : Business

Has been approved to be submitted to  
Internship Examination Session Universitas Multimedia Nusantara  
Tangerang, 6 January 2025

Advisor



Adestya Ayu Armielia, S. ST, M.Si.Par. CHE

(NIDN. 0323128505)

Head of Hotel Operations



Oqke Prawira, S.ST. M.Si. Par., CHE

NIDN 0428108007

## VALIDATION PAGE

Internship report with title of  
Internship Program in Food and Beverage Service  
Department at The Ritz-Carlton Kyoto

By:

Full Name : Thaya Magenta  
Student ID : 00000068242  
Study Program : Hotel Operations  
Faculty : Business

Has been tested on Monday, 13 January 2025  
from 11.00 to 11.45, and was stated

PASSED

with the order of examiners as follows:

Advisor,



Adestya Ayu Armielia, S. ST, M.Si.Par. CHE  
(NIDN. 0323128505)

Examiner,



R. A. Liska Bikardi, S. ST. Par MSMM  
(NIK. L01001)

Head of Hotel Operations Program,



Oqke Prawira, S. ST, M.Si.Par  
(NIDN. 0428108007)

## APPROVAL OF PUBLICATION

I hereby,

Full Name : Thaya Magenta

Student ID : 00000068242

Study Program : Hotel Operations

Faculty : Business

Type of Work : Internship Report

Solely state that I fully grant Universitas Multimedia Nusantara to publish my work at the Knowledge Center repository system, so that it can be accessed by the Academics/Public. I also declare that there is no confidential information presented in my paper, and would never revoke this grant for any reason.

Kyoto, 3 January 2025



(Thaya Magenta)

UMMN  
UNIVERSITAS  
MULTIMEDIA  
NUSANTARA

## PREFACE

I would like to express my gratitude to God almighty for His guidance, which allowed me to complete this report with the title: “Internship Program in Food and Beverage Service Department at The Ritz-Carlton Kyoto”. I recognize that this achievement would not have been possible without the support and guidance from many parties. Therefore, I would like to extend my sincerest thanks to:

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, S. ST, M.Si.Par, the Head of the Study Program of Universitas Multimedia Nusantara.
4. Ms. Adestya Ayu Armielia, S.ST, 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 moral support, so that the writer can complete this report.
6. My coworkers and seniors in La Locanda Breakfast, for welcoming and guiding the writer during the internship.

I hope this report contributes as a source of information and inspiration for others who read it.

Kyoto, 3 January 2025



(Thaya Magenta)

INTERNSHIP PROGRAM IN FOOD AND BEVERAGE  
SERVICE DEPARTMENT AT THE RITZ-CARLTON KYOTO

Thaya Magenta

**ABSTRAK**

Laporan magang ini merangkum pengalaman penulis bekerja di Departemen Layanan Makanan dan Minuman di The Ritz-Carlton Kyoto. Program magang ini memberikan kesempatan yang sangat berharga untuk menerapkan pengetahuan teoretis yang diperoleh selama studi ke dalam lingkungan perhotelan yang nyata dan serba cepat. Sepanjang magang, penulis memiliki kesempatan untuk mengambil berbagai peran dalam departemen layanan makanan dan minuman. Pengalaman-pengalaman ini membantu penulis mengembangkan pemahaman yang lebih dalam tentang operasional sehari-hari di hotel mewah, meningkatkan keterampilan komunikasi dan layanan pelanggan, serta membangun kepercayaan diri dalam bekerja di bawah tekanan. Pengalaman langsung ini tidak hanya memperluas prospek karier, tetapi juga menawarkan peluang jaringan yang berharga, yang berkontribusi pada pertumbuhan profesional penulis dan ambisi masa depan di bidang perhotelan.

**Kata Kunci:** *Food and Beverage Service Department, The Ritz-Carlton Kyoto, Program Magang, Hotel, Hotel Internasional*





INTERNSHIP PROGRAM IN FOOD AND BEVERAGE  
SERVICE DEPARTMENT AT THE RITZ-CARLTON KYOTO

Thaya Magenta

**ABSTRACT**

This internship report summarizes the writer's experience working in the Food and Beverage Service Department at The Ritz-Carlton Kyoto. The internship provided an invaluable opportunity to apply the theoretical knowledge gained during studies to a real-world, fast-paced hospitality environment. Throughout the internship, the writer had the chance to take on various roles within the food and beverage service department. These experiences helped the writer develop a deeper understanding of the daily operations in a luxury hotel, refine communication and customer service skills, and build confidence in working under pressure. This hands-on experience not only expanded career prospects but also offered valuable networking opportunities, contributing to the writer's professional growth and future ambitions in the hospitality field.

**Keywords:** Food and Beverage Service Department, The Ritz-Carlton Kyoto, Internship Program, Hotel, International Hotel



## TABLE OF CONTENT

TITLE PAGE.....	i
NO PLAGIARISM STATEMENT .....	ii
CONSENT PAGE.....	iv
VALIDATION PAGE.....	iv
APPROVAL OF PUBLICATION.....	v
PREFACE.....	vi
ABSTRAK.....	vii
<i>ABSTRACT</i> .....	viii
TABLE OF CONTENT .....	ix
LIST OF TABLES .....	x
LIST OF FIGURES.....	xi
LIST OF APPENDIXES.....	xiii
CHAPTER I.....	1
INTRODUCTION.....	1
1.1 Background.....	1
1.2 Purpose.....	3
1.3 Period and Procedures.....	4
CHAPTER II GENERAL DESCRIPTION.....	7
2.1 Hotel's Profile.....	7
2.1.1 History.....	7
2.1.2 Facilities.....	8
2.2 Organizational Structure.....	23
CHAPTER III INTERNSHIP IMPLEMENTATION.....	27
3.1 Placement and Coordination.....	27
3.2 Job Description.....	28
3.3 Problem and Solutions.....	31
CHAPTER IV CONCLUSION AND RECOMMENDATION.....	32
4.1 Conclusion.....	32
4.2 Recommendation.....	33
REFERENCES.....	34
APPENDIX.....	35

UNIVERSITAS  
MULTIMEDIA  
NUSANTARA

## LIST OF TABLES

Table 2.1 <i>Room Types</i> .....	8
Table 2.2 <i>Dining</i> .....	18
Table 2.3 <i>Fitness and Wellness</i> .....	20
Table 2.4 <i>Meeting and Events</i> .....	21
Table 2.5 <i>The Ritz-Carlton Kyoto Organizational Structure</i> .....	24
Table 2.6 <i>La Locanda Breakfast Organizational Structure</i> .....	25
Table 3.1 <i>Morning Tasks Job Description</i> .....	28



## LIST OF FIGURES

Figure 2.1 Deluxe Room with King Bed and City View .....	8
Figure 2.2 Deluxe Room with King Bed and Courtyard View .....	8
Figure 2.3 Deluxe Room with Double Bed and Courtyard View .....	9
Figure 2.4 Deluxe Room with King Bed and Garden View .....	9
<i>Figure 2.5 Deluxe Room Bathroom</i> .....	9
<i>Figure 2.5 Deluxe Room Bathroom</i> .....	9
<i>Figure 2.6 Grand Deluxe Kamogawa</i> .....	9
<i>Figure 2.7 Grand Deluxe Kamogawa Room</i> .....	9
<i>Figure 2.8 Grand Deluxe Kamogawa Bathroom</i> .....	9
<i>Figure 2.9 Suite Room with King Bed</i> .....	10
<i>Figure 2.10 Sitting Area</i> .....	10
<i>Figure 2.11 Suite Room Bathroom</i> .....	10
<i>Figure 2.12 Suite Room with King Bed</i> .....	11
Figure 2.13 Sitting Area with Garden Terrace and Mountain View .....	11
<i>Figure 2.14 Suite Room Bathroom</i> .....	11
<i>Figure 2.15 Suite Room with Twins Futon</i> .....	12
<i>Figure 2.16 Suite Room Garden View</i> .....	12
<i>Figure 2.17 Suite Room Sitting Area</i> .....	12
<i>Figure 2.18 Suite Room Bathroom</i> .....	12
Figure 2.19 Corner Kita Room with Larger Suite, King Bed and River View ...	13
<i>Figure 2.20 Corner Kita Living Room</i> .....	14
<i>Figure 2.21 Corner Kita River View</i> .....	14
<i>Figure 2.22 Corner Kita Bathroom</i> .....	14
<i>Figure 2.23 Corner Tatami Room</i> .....	14
<i>Figure 2.24 Corner Tatami Living Room</i> .....	14
<i>Figure 2.25 Corner Minami Room</i> .....	15
<i>Figure 2.26 Corner Minami Living Room</i> .....	15
<i>Figure 2.27 Corner Minami Bathroom</i> .....	16
<i>Figure 2.28 Kamogawa Room (Executive Suite)</i> .....	16
<i>Figure 2.29 Kamogawa Room (Executive Suite)</i> .....	16
<i>Figure 2.30 Kamogawa Living Room with River View</i> .....	17
<i>Figure 2.31 Kamogawa Living Room with River View</i> .....	17
<i>Figure 2.32 Kamogawa Bathroom</i> .....	17
<i>Figure 2.33 Tsukimi Room (Penthouse Suite)</i> .....	19
<i>Figure 2.34 Tsukimi Room (Penthouse Suite)</i> .....	19
<i>Figure 2.35 Tsukimi Room (Penthouse Suite)</i> .....	19
<i>Figure 2.36 Tsukimi Room (Penthouse Suite)</i> .....	19
<i>Figure 2.37 Tsukimi Bathroom</i> .....	19
<i>Figure 2.38 Kaiseki Mizuki</i> .....	19
<i>Figure 2.39 Sushi Mizuki</i> .....	20
<i>Figure 2.40 Tempura Mizuki</i> .....	20
<i>Figure 2.41 Teppan Mizuki</i> .....	20
<i>Figure 2.42 La Locanda</i> .....	21

<i>Figure 2.43 The Lobby Lounge</i> .....	21
<i>Figure 2.44 The Bar</i> .....	21
<i>Figure 2.45 The Ritz-Carlton Spa</i> .....	22
<i>Figure 2.46 Fitness Center</i> .....	22
<i>Figure 2.47 Swimming Pool</i> .....	22
<i>Figure 2.48 TAKANE</i> .....	23
<i>Figure 2.49 TAKANE Foyer</i> .....	24
<i>Figure 2.50 KOCHO</i> .....	24
<i>Figure 2.51 SHIDARE</i> .....	24
<i>Figure 2.52 KA NZAN</i> .....	24
<i>Figure 2.53 Deluxe Room Bathroom</i> .....	33



## LIST OF APPENDIXES

a. MBKM Cover Letter - MBKM 01 .....	37
b. MBKM Card - MBKM 02 .....	38
c. MBKM Daily Tasks - MBKM 03 .....	39

