

INTERNSHIP PROGRAM IN PASTRY AND BAKERY

DEPARTMENT AT FOUR SEASONS JAKARTA



INTERNSHIP REPORT

KEYZIA LAURENSIA

0000068425

HOTEL OPERATIONS PROGRAMS

FACULTY OF BUSINESS

UNIVERSITAS MULTIMEDIA NUSANTARA

TANGERANG

2025

INTERNSHIP PROGRAM IN PASTRY AND BAKERY

DEPARTMENT AT FOUR SEASONS JAKARTA



INTERNSHIP REPORT

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

KEYZIA LAURENSIA

0000068425

HOTEL OPERATIONS PROGRAM

FACULTY OF BUSINESS

UNIVERSITAS MULTIMEDIA NUSANTARA

TANGERANG

2025

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Hereby, I :

Name : Keyzia Laurensia

Student ID : 00000068425

Program : Hotel Operations

Faculty : Business

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By

Full Name : Keyzia Laurensia
Student Id : 00000068425
Study Program : Hotel Operation
Faculty : Business

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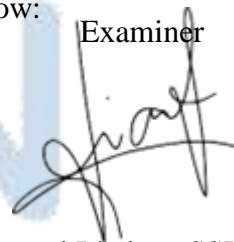
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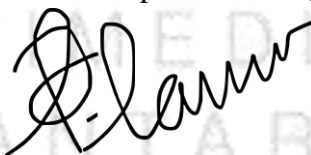
Adestya Ayu Armielia, S. ST, M.Si.Par. CHE.
(NIDN. 0323128505)

Examiner



Tri Ananti Listiana SSI., MM
(NIDN. 0324127804)

Head of Hotel Operations Program



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

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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 Hotel Indonesia Kempinski 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:

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 Universitas Multimedia Nusantara.
3. Mr. Oqke Prawira, SST.Par, M.Si.Par., CHE. as the Head of the Study Program at Universitas Multimedia Nusantara.
4. Ms. Adestya Ayu Armielia, S.ST, M.Si.Par as the Advisor who has devoted a lot of time to provide guidance, direction, and motivation for the completion of this Internship report.
5. To my supervisors at La Patisserie, Chef Lorenzo Sollecito and Junior Sous Chef Trias Ken Niwangsih.
6. To all the staff at that taught me and guide me during internship.
7. To Josh Nicholas Sutanto who have provided material and moral support, enabling the writer to complete this Internship report.

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

Tangerang, 18 December 2024



(Keyzia Laurensia)

INTERNSHIP PROGRAM IN PASTRY AND BAKERY DIVISION AT FOUR SEASONS JAKARTA

Keyzia Laurensia

ABSTRACT

This internship report details a practical training experience within the Pastry and Bakery Department of the Four Seasons Jakarta, situated within the current context of a dynamic and evolving hotel industry. The global hospitality sector is experiencing a period of recovery and adaptation following recent economic and shifts in consumer travel patterns. This backdrop presents both challenges and opportunities for aspiring professionals. Four Seasons Hotel Jakarta, renowned for luxury and innovation, has fully embraced these advancements. La Patisserie, under the guidance of Executive Pastry Chef Lorenzo Sollecito, offers guests a unique French-style patisserie experience. During an internship at the Pastry and Bakery Department, the writer gained valuable interpersonal skills such as efficiency, teamwork, handling pressure, and communication. The internship provided an immersive introduction to the daily operations of a luxury hotel's pastry and bakery section, encompassing diverse tasks such as ingredient preparation, recipe execution, quality control, and presentation. Furthermore, the internship facilitated the development of essential skills in pastry and baking techniques, menu planning, and adapting to the specific demands of a five-star establishment like the Four Seasons Jakarta, while navigating the complexities of the contemporary hospitality landscape. The report will analyze the key learning outcomes, challenges encountered, and contributions made during the internship period, ultimately highlighting the professional growth achieved and the valuable practical knowledge gained within the prestigious Four Seasons Jakarta setting amidst the current state of the hotel industry.

Key words: *Pastry and Bakery Department, Four Seasons Jakarta, Internship Program, La Patisserie.*

INTERNSHIP PROGRAM IN PASTRY AND BAKERY DIVISION AT FOUR SEASONS JAKARTA

Keyzia Laurensia

ABSTRAK

Laporan magang ini merinci pengalaman pelatihan praktis di Departemen Pastry dan Bakery di Four Seasons Jakarta, yang berada dalam konteks terkini industri perhotelan yang dinamis dan terus berkembang. Sektor perhotelan global sedang mengalami periode pemulihan dan adaptasi menyusul perubahan ekonomi terkini dan pola perjalanan konsumen. Latar belakang ini menghadirkan tantangan sekaligus peluang bagi para calon profesional. Four Seasons Hotel Jakarta, yang terkenal akan kemewahan dan inovasinya, telah sepenuhnya merangkul kemajuan ini. La Patisserie, di bawah bimbingan Executive Pastry Chef Lorenzo Sollecito, menawarkan kepada para tamu pengalaman patiseri bergaya Prancis yang unik. Selama magang di Departemen Pastry dan Bakery, penulis memperoleh keterampilan interpersonal yang berharga seperti efisiensi, kerja sama tim, penanganan tekanan, dan komunikasi. Magang tersebut memberikan pengenalan mendalam pada operasi harian bagian pastry dan bakery hotel mewah, yang mencakup beragam tugas seperti persiapan bahan, pelaksanaan resep, kontrol kualitas, dan presentasi. Lebih jauh, magang ini memfasilitasi pengembangan keterampilan penting dalam teknik membuat kue dan memanggang, perencanaan menu, dan beradaptasi dengan tuntutan khusus dari sebuah tempat usaha bintang lima seperti Four Seasons Jakarta, sembari menavigasi kompleksitas lanskap perhotelan kontemporer. Laporan ini akan menganalisis hasil pembelajaran utama, tantangan yang dihadapi, dan kontribusi yang diberikan selama masa magang, yang pada akhirnya menyoroti pertumbuhan profesional yang dicapai dan pengetahuan praktis yang berharga yang diperoleh dalam lingkungan Four Seasons Jakarta yang bergengsi di tengah keadaan industri perhotelan saat ini.

Kata kunci: *Pastry and Bakery Department, Four Seasons Jakarta, Program Magang, La Patisserie.*

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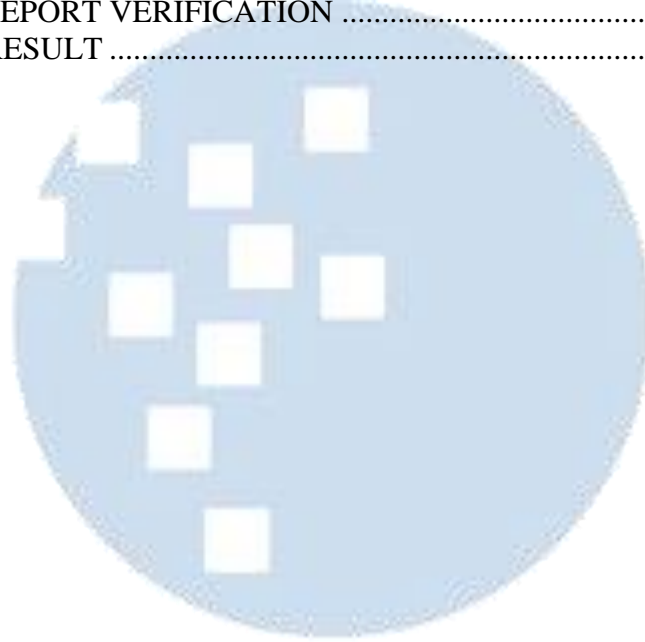
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