

**INTERNSHIP PROGRAM IN HOUSEKEEPING DEPARTMENT  
AT HOTEL VEGA GADING SERPONG TANGERANG**



**INTERNSHIP REPORT**

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**FACULTY OF BUSINESS**

**UNIVERSITAS MULTIMEDIA NUSANTARA TANGERANG**

**2025**

**INTERNSHIP PROGRAM IN HOUSEKEEPING  
DEPARTMENT AT HOTEL VEGA GADING SERPONG  
TANGERANG**



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

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

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Tangerang, 17 January 2025



noel

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Tangerang, 20 Desember 2024

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From 08.00-09.000 and was stated

**PASSED**

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## PREFACE

Firstly, I want to express my gratitude for the blessings and grace to God Almighty, for the completion of this internship report with the title: “Internship Program in Housekeeping at Hotel Vega Gading Serpong Tangerang Banten” 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. In this opportunity also, as 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 the internship program. Therefore, I would love to say my thanks to:

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2. Dr. Florentina Kurniasari T., S. Sos., MBM as the Dean of the Faculty Universitas Multimedia Nusantara.
3. Mr. Oqke Prawira, SST.Par, M.Si.Par as the Head of the Study Program at Universitas Multimedia Nusantara.
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8. My parents, friends, and family who have provided material and moral support, enabling me to complete this Internship report.

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

Tangerang, 17 January 2025



(Noel Putra Pramono)

## **INTERNSHIP PROGRAM IN HOUSEKEEPING DEPARTMENT AT HOTEL VEGA GADING SERPONG TANGERANG**

### **ABSTRAK**

Bisnis penginapan sempat anjlok drastis di masa pandemi, namun mulai tahun 2022 perlahan kembali bangkit. Pasar pariwisata yang mendukung bisnis penginapan juga tumbuh dengan Tingkat Pertumbuhan Tahunan Majemuk sebesar 16%. Industri perhotelan mempunyai dampak yang baik terhadap pasar. Oleh karena itu, pendidikan untuk memenuhi lapangan kerja di industri perhotelan juga meningkat. Program magang merupakan salah satu metode agar mahasiswa memahami pekerjaan sesungguhnya di bidang perhotelan. Di bawah pengelolaan Parador, Vega Hotel di Gading Serpong berfungsi sebagai hotel bintang tiga. Dulunya Ara Hotel, dengan nama brand baru Vega, telah mengubah tampilan bangunan dan interior Vega Hotel Gading Serpong mencerminkan gaya hidup modern masyarakat Indonesia. Selama enam bulan magang di Vega Hotel Gading Serpong, penulis telah belajar banyak dalam berbagai aspek Housekeeping. Setiap bagian mempunyai tugas yang berbeda-beda namun semuanya menjadikan pekerjaan rumah tangga menjadi penting. Selama magang juga penulis belajar bagaimana menangani masalah dan bagaimana berkomunikasi untuk mencari solusinya. Laporan ini diharapkan dapat menjadi salah satu sumber informasi mengenai pekerjaan housekeeping di hotel, khususnya bagi mahasiswa yang mencari magang serupa di hotel.

**Kata Kunci:** Housekeeping Department, Vega Hotel Gading Serpong, Program Magang.



## **INTERNSHIP PROGRAM IN HOUSEKEEPING DEPARTMENT AT HOTEL VEGA GADING SERPONG TANGERANG**

### **ABSTRACT**

Lodging business has fallen drastically during the pandemic, but starting 2022 it has gradually come back. The tourism market which supports the lodging business is also growing at Compound Annual Growth Rate of 16%. The hotel industry has its good impact of the market. Therefore, the education to fulfil the working field in hotel industry is also rising. Internship program is one method to let the students understand the real work in hospitality. Under the management of Parador, Vega Hotel in Gading Serpong serves as a three-star hotel. What used to be Ara Hotel, with the new brand name Vega, it has changed the building look and the interior of Vega Hotel Gading Serpong reflects the modern lifestyle of Indonesian society. During a six-month internship in Vega Hotel Gading Serpong, the writer has learned a lot in many aspects of Housekeeping. Each section has different tasks but they are altogether make the housekeeping job important. During internship also the writer learnt how to handle problems and how to communicate for solution as well. This report is hoped to become one source of information about the work of housekeeping in hotels, especially for students looking for a similar internship at a hotel.

**Keywords:** Housekeeping Department, Vega Hotel Gading Serpong, Internship Program.

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