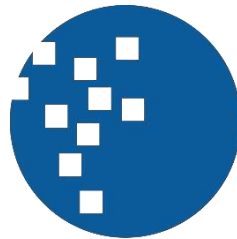


**INTERNSHIP PROGRAM IN FOOD PRODUCTION
DEPARTMENT AT THE RITZ CARLTON HONG KONG**



UMN

UNIVERSITAS
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NUSANTARA

INTERNSHIP REPORT

EDWARD SURYADHARMA FERNANDO

00000078663

HOTEL OPERATIONS PROGRAM STUDY PROGRAM

FACULTY OF BUSINESS

UNIVERSITAS MULTIMEDIA NUSANTARA

TANGERANG

2025

**INTERNSHIP PROGRAM IN FOOD PRODUCTION
DEPARTMENT AT THE RITZ CARLTON HONG KONG**



INTERNSHIP REPORT

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

Edward Suryadharma Fernando

00000078663

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

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Full Name : Edward Suryadharma Fernando

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Study Program : Hotel Operations

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The internship program in the food production division at Hotel The Ritz Carlton Hong Kong is the result of my work 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.

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THE RITZ CARLTON HONG KONG”

By

Full Name : Edward Suryadharma Fernando

Student ID : 00000078663

Study Program : Hotel Operations

Faculty : Business

Has been approved to be submitted to

Internship Examination Session Universitas Multimedia Nusantara

Tangerang, 6 January 2025

Advisor



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

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 PRODUCTION DEPARTMENT AT
THE RITZ CARLTON HONG KONG”

By

Full Name : Edward Suryadharma Fernando

Student ID : 00000078663

Study Program : Hotel Operations

Faculty : Business

Has been tested on Monday, 13 January 2025

From 09.00 – 10.00 and was stated

PASSED

With the following composition of examiners

Examiner,




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

Advisor,



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

Head of Hotel Operations



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

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Edward Suryadharma Fernando



PREFACE

With gratitude to Almighty God for the blessings and grace, this internship report with the title "INTERNSHIP PROGRAM IN FOOD PRODUCTION DEPARTMENT AT THE RITZ CARLTON HONG KONG" has been completed to fulfill one of the requirements for obtaining the Diploma degree in the Hotel Operations Program at the Faculty of Business, Universitas Multimedia Nusantara. I acknowledge that without the assistance and guidance from various parties, from the lecture period to the preparation of this Internship report, it would have been a significant challenge for me to complete it. Therefore, I express my sincere appreciation to:

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2. Dr. Florentina Kurniasari T., S.Sos., M.B.A. as the Dean of the Faculty of Universitas Multimedia Nusantara.
3. Mr. Oqke Prawira, SST.Par, M.Si.Par., CHE. 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. My family and colleagues who has provided material and moral support, so that I can complete this thesis.

Hopefully this report contributes as a source of information and inspiration for others.

Tangerang, 3 January 2025



Edward Suryadharma Fernando

INTERNSHIP PROGRAM IN FOOD PRODUCTION

DEPARTMENT AT RITZ CARLTON HONG KONG

Edward Suryadharma Fernando

ABSTRAK

Tulisan ini merupakan hasil program magang yang dilakukan oleh mahasiswa Universitas Multimedia Nusantara yang mempelajari operasional hotel. Penulis melakukan program magang di The Ritz-Carlton, Hong Kong, khususnya di Departemen Produksi Makanan. Pemilihan hotel ini didasarkan pada reputasinya yang terkenal dalam memberikan layanan mewah dan pengalaman luar biasa, yang menyediakan lingkungan ideal untuk pembelajaran praktis di industri perhotelan. Tujuan dari program magang ini adalah untuk mendapatkan pengalaman langsung dan menerapkan pengetahuan teoritis yang diperoleh selama studi akademis ke dalam situasi dunia nyata. The Ritz-Carlton, Hong Kong terletak di puncak International Commerce Centre, menawarkan pemandangan menakjubkan serta komitmen terhadap keunggulan yang menantang para mahasiswa yang menjalani magang untuk melampaui ekspektasi. Selama magang, penulis menghadapi berbagai tantangan, termasuk bekerja di bawah tekanan dalam lingkungan dapur yang cepat. Pengalaman ini mengembangkan keterampilan penting seperti manajemen waktu dan kemampuan beradaptasi. Untuk mengatasi tantangan tersebut, penulis menggunakan teknik pemecahan masalah yang dipelajari dari mentor dan rekan kerja, yang memfasilitasi pertumbuhan pribadi dan peningkatan keterampilan kuliner. Laporan ini merinci langkah-langkah yang diambil selama magang, mulai dari perencanaan awal hingga evaluasi akhir, menyoroti hasil pembelajaran dan koneksi profesional yang dibangun dalam sektor dinamis ini. Secara keseluruhan, program magang ini berfungsi sebagai batu loncatan penting menuju karier yang sukses di bidang perhotelan.

Kata kunci: Program magang, Ritz Carlton Hong Kong , Departemen produksi makanan

INTERNSHIP PROGRAM IN FOOD PRODUCTION DEPARTMENT AT RITZ CARLTON HONG KONG

Edward Suryadharma Fernando

ABSTRACT (English)

This paper is the outcome of an internship program completed by Multimedia Nusantara University students studying hotel operations at The Ritz-Carlton, Hong Kong, specifically within the Food Production Department. The selection of this prestigious hotel was driven by its renowned reputation for luxury and exceptional service, providing an ideal environment for practical learning in the hospitality industry. The primary purpose of the internship was to gain hands-on experience and apply theoretical knowledge acquired during academic studies to real-world scenarios. Located atop the International Commerce Centre, The Ritz-Carlton, Hong Kong offers breathtaking views and a commitment to excellence that challenges interns to exceed expectations. Throughout the internship, the writer faced various challenges, including working under pressure in a fast-paced kitchen environment. These experiences fostered essential skills such as time management and adaptability. To address these challenges, the writer employed problem-solving techniques learned from mentors and colleagues, which facilitated personal growth and enhanced culinary skills. This report details the steps taken during the internship, from initial planning through to final evaluation, highlighting the learning outcomes and professional connections established in this dynamic sector. Overall, the internship served as a vital stepping stone towards a successful career in hospitality.

Keywords: *food production department, internship program, Ritz Carlton Hong Kong.*

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