

**INTERNSHIP PROGRAM IN THE F&B SERVICE AT
MERCURE TANGERANG BSD CITY**



INTERNSHIP REPORT

Luke Duncan Matthew Pattikawa

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

2025

**INTERNSHIP PROGRAM IN THE F&B SERVICE AT
MERCURE TANGERANG BSD CITY**



INTERNSHIP REPORT

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

Luke Duncan Matthew Pattikawa

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

2025

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VALIDATION PAGE

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PREFACE

I would like to express my gratitude to God Almighty for making an internship report entitled "INTERNSHIP PROGRAM IN THE F&B SERVICE AT MERCURE TANGERANG BSD CITY" which was made to fulfill the graduation requirements in obtaining a Diploma in Hospitality Operations Program at the Faculty of Business, Multimedia Nusantara University. I hope that this internship report can help readers understand the concept of internship and I am very grateful to those who have helped me complete this internship report. I would like to extend 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 of Business in Universitas Multimedia Nusantara.
3. Oqke Prawira, SST. Par, M.Si.Par, 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 who has provided material and moral support, so that I can complete this thesis.
5. My colleagues and my supervisors that have provided guidance, patience and knowledge throughout the training program.

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

Tangerang, 3rd January 2025



Luke Duncan Matthew Pattikawa

INTERNSHIP PROGRAM IN THE F&B SERVICE AT MERCURE TANGERANG BSD CITY

Luke Duncan Matthew Pattikawa

ABSTRAK

Makalah ini berisi tentang pengalaman magang penulis di Mercure BSD Tangerang BSD City, khususnya di departemen F&B Service. Program magang sangat penting untuk bekal penulis sebagai mahasiswa perhotelan di dalam dunia kerja. Penulis menemukan bahwa dengan adanya pandemi COVID-19, Mercure Tangerang BSD City menunjukkan upaya beradaptasi dengan situasi baru serta mengembangkan potensi pariwisata perhotelan. Program magang ini diharapkan bisa memberikan wawasan mengenai bagaimana tantangan bekerja yang akan di terima ketika bekerja di hotel. Beragamnya pribadi yang dimiliki orang didalam dunia kerja menjadi tantangan berkomunikasi antar tim. Pengalaman magang ini menjadi kesempatan berharga bagi penulis untuk belajar mengenai dunia kerja di hotel serta apa saja yang harus dipersiapkan ketika ingin kerja di hotel.

Kata kunci: *Program Magang, Wawasan, Mercure Tangerang BSD City, Perhotelan, F&B Service*

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Luke Duncan Matthew Pattikawa

ABSTRACT (English)

This paper contains the writer's internship experience at Mercure BSD Tangerang BSD City, especially in the F&B Service department. The internship program is very important for the writer's provisions as a hospitality student in the world of work. The riter found that with the COVID-19 pandemic, Mercure Tangerang BSD City showed efforts to adapt to new situations and develop the potential of hotel tourism. This internship program is expected to provide insight into the challenges of working in a hotel. The diversity of personalities that people have in the world of work is a challenge to communicate between teams. This internship experience is a valuable opportunity for the author to learn about the world of work in hotels and what to prepare for when you want to work in a hotel.

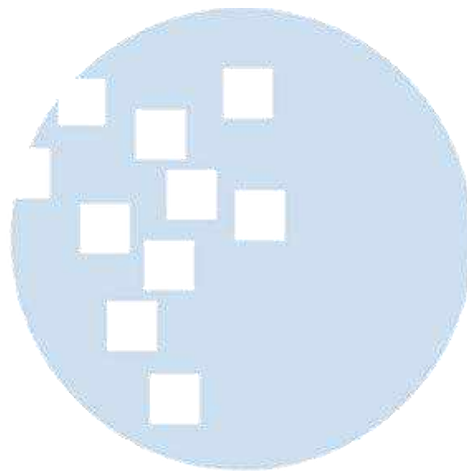
Keywords: Internship Program, Insights, Mercure Tangerang BSD City, Hospitality, F&B Service Department

TABLE OF CONTENT

CONSENT PAGE	iv
VALIDATION PAGE	v
APPROVAL OF PUBLICATION	vi
PREFACE	vii
ABSTRAK	viii
ABSTRACT (English)	ix
TABLE OF CONTENT	x
LIST OF TABLES	xi
LIST OF PICTURES	xii
LIST OF APPENDICES	xiii
CHAPTER I PREFACE	1
1.1. Background	1
1.2. Internship Aims and Objectives	2
1.3. Time and Procedure of Internship	3
CHAPTER II COMPANY OVERVIEW	5
2.1 Brief History of the Company	5
2.1.1 Vision and Mission	7
2.2 Facilities	7
2.3 Organizational Structure.....	10
CHAPTER III INTERNSHIP IMPLEMENTATION	12
3.2 Assignment and Review	13
3.3 Problem and Solution	17
CHAPTER IV CONCLUSION AND RECOMMENDATION	1
4.1 Conclusion.....	1
4.2 Recommendation.....	2
REFERENCES	4
APPENDIX	1
A.MBKM Cover Letter - MBKM 01	1
B.MBKM Card - MBKM 02.....	2
C.MBKM Daily Tasks - MBKM 03.....	3
D.Turnitin Checking Result	38
E.MBKM Acceptance Letter (LoA)	39
F.MBKM Report Verification Sheet - MBKM 04.....	40

LIST OF TABLES

Table 2.1 Room types	9
Table 2.2 Hotel Services and Facilities.....	15



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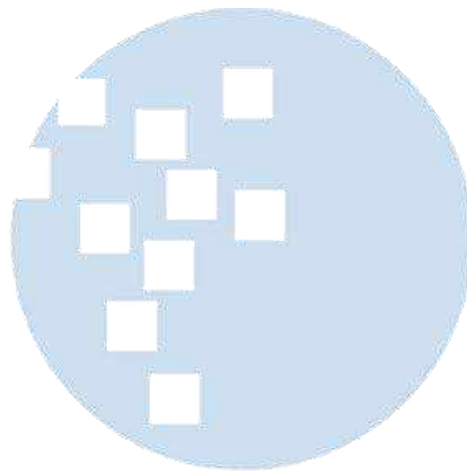
LIST OF PICTURES

Figure 2. 1 Mercure Tangerang BSD City	5
Figure 2. 2 Superior Room.....	6
Figure 2. 3 Privilege Room.....	7
Figure 2. 4 Suite Junior Room	7
Figure 2.1 1 Kitchen Yard Restaurant	8
Figure 2.1 2 Swimming Pool	8
Figure 2.1 3 GYM.....	8
Figure 2.1 4 SPA.....	9
Figure 2.1 5 Meeting Rooms.....	9
Figure 2.1 6 Ballroom and Wedding.....	9
Figure 3. 1 Room Service Area.....	14
Figure 3. 2 Banquet Store.....	16
Figure 3. 3 Meeting Rooms Set Up.....	17



LIST OF APPENDICES

. A MBKM Cover Letter - MBKM 01	1
. B MBKM Card - MBKM 02.....	2
. C MBKM Daily Tasks - MBKM 03	3
. D Turnitin Checking Result	38
. E MBKM Acceptance Letter (LOA).....	39
. F MBKM Report Verification Sheet - MBKM 04.....	40



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