

**INTERNSHIP PROGRAM IN FRONT OFFICE PULLMAN
BANDUNG GRAND CENTRAL**



INTERNSHIP REPORT

Bryan Ekaraharja Liong

00000071374

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

2025

**INTERNSHIP PROGRAM IN FRONT OFFICE PULLMAN
BANDUNG GRAND CENTRAL**



INTERNSHIP REPORT

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

Bryan Ekaraharja Liong
00000071374

HOTEL OPERATIONS PROGRAM
FACULTY OF BUSINESS
UNIVERSITAS MULTIMEDIA NUSANTARA
2025

NON – PLAGIARISM DECLARATION FORM

Hereby, I:

Name Student ID : BryanEkaraharja Liong

NIM : 00000071374

Program : Hotel Operations Internship report with title of:

Internship Program in Front Office Pullman Bandung Grand Central is my own work not plagiarized from scientific works written by others, and all sources both quoted and referred to have been correctly stated and listed in the Bibliography.

If in the future it is proven that fraud / irregularities are found, both in the implementation of the internship report and in the writing of the internship report, I am willing to accept the consequences of being final assignment that I have taken.



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CONSENT PAGE

Internship report with title of
INTERNSHIP PROGRAM IN FRONTOFFICE PULLMAN BANDUNG
GRAND CENTRAL

By:

Name: Bryan Ekaraharja Liong
Nim: 00000071374
Program: Hotel Operation
Faculty: Business

Has been approved to be submitted to
Internship Examination Session Universitas Multimedia Nusantara.

Tangerang, 08/05/2025

Advisor,



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

Head of Hotel Operations Program



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

ENDORSEMENT PAGE

Internship report titled:

INTERNSHIP PROGRAM IN FRONT OFFICE PULLMAN BANDUNG
GRAND CENTRAL

By:

Name : Bryan Ekaraharja Liong
Nim : 00000071374
Program : Hotel Operation
Faculty : Business

Has been tested on Thursday, 19 June 2025
from 09.15 to 10.15, and was stated
PASSED

with the order of examiners as follows:

Advisor



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

Examiner



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

Head of Hotel Operation Study Program



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

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 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 Executive Lounge Pullman Bandung Grand Central Ms.Natania Ayu Pujakusuma
6. To all the staff at Pullman Bandung Grand Central that has teached me and guide me during internship
7. My parents, friends, and family 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, 20 Juni 2025



Bryan Ekaraharja Liong

INTERNSHIP PROGRAM IN FRONT OFFICE PULLMAN BANDUNG GRAND CENTRAL

ABSTRAK

Program magang di Pullman Bandung Grand Central memberikan penulis pengalaman nyata yang sangat bermanfaat di industri perhotelan, khususnya di departemen Front Office. Selama enam bulan, penulis mempelajari banyak keterampilan penting seperti komunikasi, kerja sama tim, dan pemecahan masalah. Keterampilan ini digunakan setiap hari saat bekerja di bawah tekanan dan membantu tamu hotel. Penulis juga belajar bagaimana melakukan proses check-in dan check-out, menjawab pertanyaan tamu, serta menangani keluhan dengan sopan dan profesional. Dengan bekerja di Front Office, penulis dapat bertemu dengan banyak orang dari berbagai tempat dan belajar memberikan layanan pelanggan yang baik, yang sangat penting dalam dunia perhotelan. Penulis juga mempelajari cara menggunakan sistem hotel dan bagaimana tim bekerja sama untuk memberikan pengalaman terbaik bagi tamu. Pengalaman ini membantu penulis berkembang dan menjadi lebih siap untuk bekerja di dunia kerja perhotelan di masa depan. Secara keseluruhan, magang ini membuat penulis menjadi lebih percaya diri, profesional, dan siap untuk berkarier di bidang hospitality. Pengalaman dan pengetahuan yang didapat akan sangat berguna untuk pekerjaan di hotel maupun di bidang layanan pelanggan lainnya.

Kata Kunci: Departemen Front Office, Kerja sama, Pullman, Magang, Industri Perhotelan.

INTERNSHIP PROGRAM IN FRONT OFFICE PULLMAN BANDUNG GRAND CENTRAL

ABSTRAK

The internship program at Pullman Bandung Grand Central gave the writer a very useful and real experience in the hospitality industry, especially in the Front Office Department. For six months, the writer learned many important skills such as communication, teamwork, and problem-solving. These skills were used every day while working under pressure and helping hotel guests. The writer also learned how to do check-ins and check-outs, answer questions from guests, and handle complaints in a polite and professional way. By working in the Front Office, the writer got to meet people from many different places and learned how to give good customer service, which is very important in hotels. The writer also learned how to use hotel systems and how the team works together to make the guests happy. This experience helped the writer grow and become more ready to work in the hotel industry in the future. Overall, this internship helped the writer become more confident, professional, and ready for a career in hospitality. It gave real training and knowledge that will be very helpful in future jobs in hotels or other customer service roles.

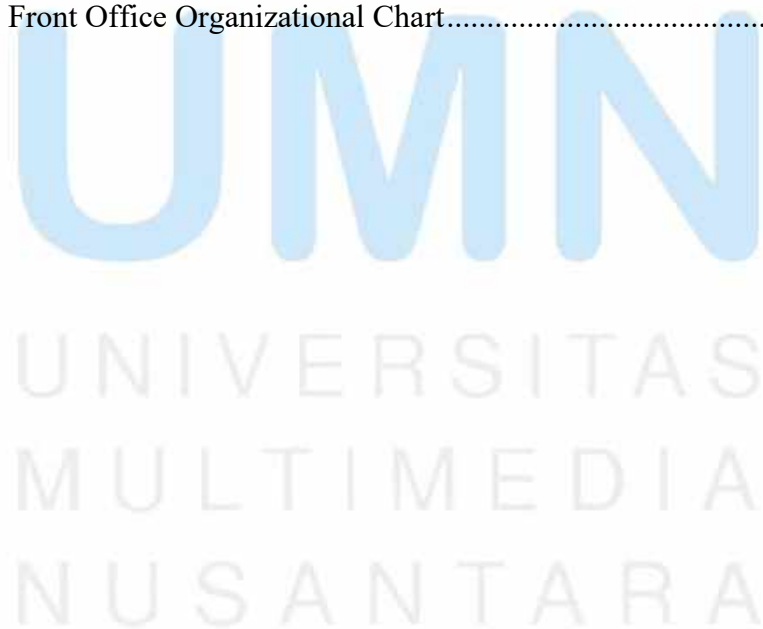
Keywords: Front office department, Teamwork, Pullman, Internship, Hospitality Industry

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