

1. Internship Requirement

The Internship Program is mandatory for all Hotel Operations students in the fifth semester and is one of the graduation requirements.

2. Duration

The Internship lasts for 6 months, from 1st July 2024 to 1st January 2025, with a minimum of 800 working hours or 100 working days.

3. Department Selection

For this year, students can choose any department. The writer chose the Front Office Department.

4. Requirements to Apply

To join the Internship Program, the student must be active, have completed at least 75 SKS, and have a minimum GPA of 2.75. The student is also required to attend an Internship Briefing provided by the campus to understand the steps before and after the internship.

5. Preparation

Learn how to make a CV, prepare for an interview, and study related courses. The writer also searched for hotels after the briefing.

6. KM1 and KM2 Process

The writer had to make KM1, which includes the name of the chosen hotel and department. After that, KM1 was submitted to the Hotel Operations admin to receive KM2, which was signed by the Head of the Hotel Operations Program. This process took about 1–2 working days. Once KM2 was received, the writer sent it by email to the selected hotel along with a cover letter, CV, GPA transcript, and supporting certificates.

7. Application Timeline

June 16th, 2024: Application sent to the hotel

June 20th, 2024: Received feedback and scheduled interview

June 22nd, 2024: Attended second interview

June 24th, 2024: Received acceptance via WhatsApp and was asked to submit ID card photo and medical check-up letter.

CHAPTER II

GENERAL DESCRIPTION

2.1 Hotel Profile

2.1.1 Hotel History

Pullman Hotels and Resorts is a French multinational upscale hotel brand owned by Accor. Pullman has 145 hotels and resorts in 42 countries spread across Africa, the Americas, Asia, Europe, the Middle-East, and Oceania (Pullman Bandung Grand Central, 2022). The Pullman name was indirectly inspired by George Pullman, founder of the Pullman Company, known for pioneering luxury railroad travel in the U.S. Inspired by this, Belgian Georges Nagelmackers founded the Compagnie Internationale des Wagons-Lits (CIWL) in Europe, which also expanded into upscale hotels under Compagnie Internationale des Grands Hotels in 1894. By the 1920s, Pullman-branded luxury train cars became so popular in Europe that CIWL rebranded its finest hotels as Pullman Hotels (Fadli & Alexander, 2020).

In the modern era, AccorHotels acquired CIWL, converting Pullman Hotels into Sofitel properties in 1993, leading to a 15-year hiatus. The Pullman brand was revived in 2007 by Accor to serve upscale business travelers. Key developments since then include:



1. First Middle East hotel: Pullman Dubai MoE (2010)
2. Rapid expansion in Asia-Pacific, especially China and Indonesia
3. First UK and Vietnam hotels opened in 2012
4. New brand identity launched in 2013, with modern designs and tech upgrades
5. Entry into North America with Pullman Miami (2015)
6. First Japanese hotel: Pullman Tokyo Tamachi (2018)
7. Artist Playground initiative launched in 2017 to support local artists (Fadli & Alexander, 2020).

The introduction of the Pullman brand to Indonesia began with the opening of Pullman Jakarta Central Park in November 2011. Strategically located in the

Podomoro City superblock of West Jakarta, adjacent to Central Park Mall, this five-star property features 317 rooms and suites, pop-art-inspired interiors, and extensive meeting facilities, catering to both business and leisure travelers (Pullman Bandung Grand Central, 2022). Following its successful launch, Accor expanded the Pullman portfolio with the opening of Pullman Jakarta Indonesia, situated in the Thamrin Central Business District. This property offers 427 luxury rooms, multiple dining venues, and convenient access to major commercial and retail hubs. Since then, the Pullman brand has continued to grow across Indonesia, establishing a significant presence in the country's upscale hospitality sector. By 2015, Pullman had nearly 100 properties, aiming for 150 by 2020, with strong growth in the Asia-Pacific region (Fadli & Alexander, 2020).

2.1.2 Hotel Facilities

Table 2.1 Room Type

<p>The Deluxe Room is 36 square meters in size. It has one king-size bed and two single beds, which makes it good for families or small groups. The room is comfortable and has enough space for guests to relax and enjoy their stay.</p>	 <p>Figure 2.1 Deluxe room Source: Pullman Bandung Website</p>
<p>The Deluxe City View Room is 36 square meters in size. It has one king-size bed and two single beds, suitable for families or small groups. Guests can enjoy a nice view of the city from the room, along with a comfortable and relaxing space.</p>	 <p>Figure 2.2 Deluxe City View Source: Pullman Bandung Website</p>





<p>The Executive Room is 36 square meters in size. It includes one king-size bed and two single beds, making it a good choice for families or groups. The room offers a comfortable and quiet space, suitable for both rest and work.</p>	 <p>Figure 2.3 Executive room Source: Pullman Bandung website</p>
<p>The Pullman Junior Suite is 84 square meters in size. It has one king-size bed and is perfect for couples or single travelers who want extra space. The suite offers a comfortable and elegant place to relax, with more room than regular hotel rooms.</p>	 <p>Figure 2.4 Pullman Junior Suite Source: Pullman Bandung website</p>
<p>The Pullman Suite is 84 square meters in size. It features one king-size bed and offers a spacious and luxurious environment. This suite is ideal for guests looking for extra comfort and privacy during their stay.</p>	 <p>Figure 2.5 Pullman Suite Source: Pullman Bandung website</p>
<p>The Pullman Grand Suite is 137 square meters in size. It includes one king-size bed and a separate living room, giving guests plenty of space to relax or work. This suite is a great choice for travellers who want a luxurious and private stay.</p>	 <p>Figure 2.6 Pullman Grand suite Source: Pullman Bandung website</p>

Table 2.2 Hotel Facilities

<p>The hotel's swimming pool is open daily from 07:00 to 19:00. It is a great place for guests to relax, swim, or enjoy time with family and friends. The pool area is designed to provide a comfortable and refreshing environment throughout the day.</p>	 <p>Figure 2.7 Swimming pool Source: Pullman Bandung website</p>
<p>Power Fitness is open 24 hours a day, giving guests the flexibility to work out whenever they want. It is fully equipped with advanced fitness machines and equipment to support a wide range of workouts, from cardio to strength training.</p>	 <p>Figure 2.8 Power fitness Source: Pullman Bandung website</p>
<p>The Spa by Tirta Ayu at Pullman Bandung is open daily from 08:00 to 23:00. It offers a range of relaxing treatments designed to rejuvenate and refresh guests. Whether you're looking for a calming massage or a luxurious spa experience, the Spa by Tirta Ayu provides a peaceful environment to unwind</p>	 <p>Figure 2.9 Spa @ Pullman Bandung Source: Pullman Bandung website</p>

The Executive Lounge is open daily from 06:00 to 22:00. It offers a comfortable and private space for guests to relax or work. Breakfast is served from 06:00 to 10:00, providing a selection of delicious options to start your day.



Figure 2.10 Executive Lounge
Source: Pullman Bandung website

2.2 Hotel Organization Cart

Below is the organization chart at Pullman Hotel Bandung Grand Central.

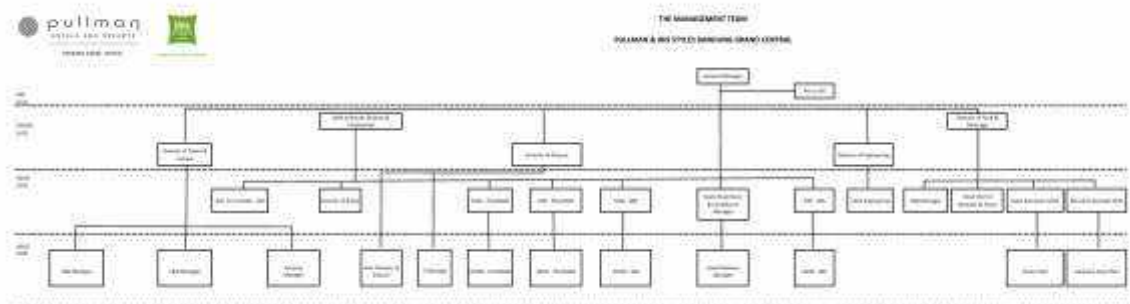


Figure 2.11 The Management Team of Pullman Bandung Grand Central

Since the writer did the internship in Front Office Department, here is the organization chart at the Front Office department.

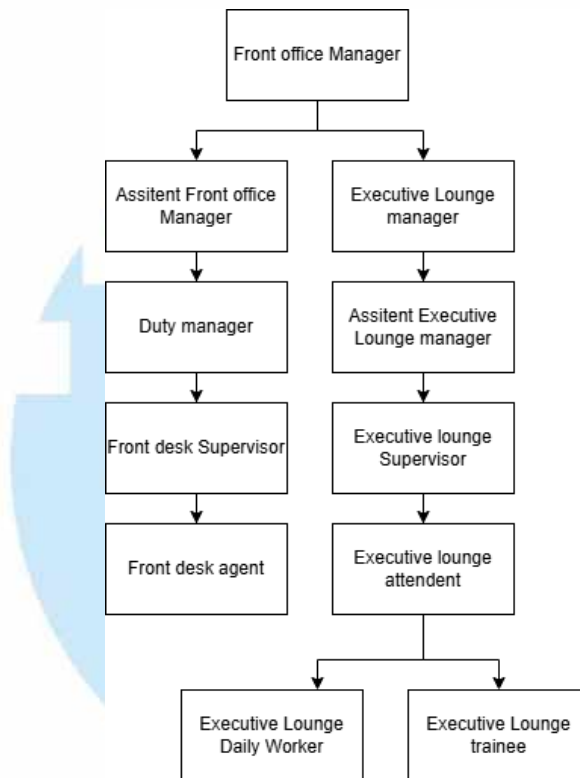


Figure 2.12 Front Office Organizational Chart

1. **Front Office Manager :** The Front Office Manager is in charge of the front desk at a hotel. They lead and train the staff, make sure guests check in and out easily, and solve any problems guests might have. They manage room bookings, handle guest payments, and ensure the front desk works well. They also communicate with other hotel departments like housekeeping and maintenance. The manager makes sure guests are happy and safe, and prepares reports for hotel management.
2. **Assitent Front Office Manager:** The Assistant Front Office Manager helps the Front Office Manager with daily tasks. They support staff by training and scheduling them, assist with guest check-ins/check-outs, and handle guest requests or problems. They also help manage room bookings, make sure the front desk runs smoothly, and prepare reports. They work with other hotel departments, assist with payments, and help ensure guests have a great stay.

3. **Duty Manager:** The Duty Manager is in charge of the hotel during their shift. They make sure all parts of the hotel work well together and solve any problems that happen. They help guests with special requests or complaints and make sure the service is good. The Duty Manager also supports the front office team, checks that public areas are clean and safe, and takes action in emergencies. They help with check-ins and check-outs, watch how staff are doing their jobs, and report important things to the hotel manager. Their job is to keep the hotel running smoothly and make sure guests are happy and safe.
4. **Front desk Supervisor:** The Front Desk Supervisor is responsible for leading the front desk team. They help with check-ins and check-outs, answer guest questions, and solve any small problems. They make sure the front desk runs smoothly and that staff follow hotel rules. The supervisor also trains new front desk staff and helps make the work schedule. They check that bookings are correct and help guests have a good experience. If there are any issues, they report them to the manager. Their job is to support the team and make sure guests are happy with the service.
5. **Front desk Agent:** The Front Desk Agent is the first person guests meet when they arrive at the hotel. They welcome guests, help with check-in and check-out, and give information about the hotel and nearby places. They answer phone calls, take bookings, and help with guest requests. If there is a problem, they try to solve it or tell a supervisor. They also handle payments and prepare room keys. The Front Desk Agent must be friendly, helpful, and ready to give good service so that guests feel comfortable and happy.
6. **Executive lounge Manager:** The Executive Lounge Manager is in charge of running the hotel's executive lounge. They make sure the lounge is clean, comfortable, and ready for VIP guests. They lead the lounge staff, create work schedules, and train new team members. They welcome guests, help with special requests, and give excellent service. The manager also checks the food and drinks, works with the kitchen, and makes sure everything

meets hotel standards. Their job is to give VIP guests a quiet, high-quality experience and solve any problems quickly.

7. Assistant Executive Lounge attendant: The Assistant Executive Lounge Attendant helps take care of VIP guests in the executive lounge. They welcome guests politely, serve food and drinks, and keep the lounge clean and comfortable. They make sure the buffet is full and neat, and they check that everything looks good. They also help answer guest questions and give good service at all times. If there is a problem, they tell the lounge manager. Their job is to support the team and make sure VIP guests feel special and relaxed.
8. Executive lounge Supervisor: The Executive Lounge Supervisor is responsible for leading the team in the executive lounge. They make sure that VIP guests receive excellent service and that the lounge stays clean, quiet, and comfortable. They help train and guide lounge staff, prepare work schedules, and check that food and drinks are ready and well presented. The supervisor also handles guest requests or complaints and solves small problems quickly. Their main job is to support the team, keep service quality high, and make sure VIP guests enjoy their time in the lounge.
9. Executive lounge Attendant: The Executive Lounge Attendant takes care of VIP guests in the executive lounge. They welcome guests politely, serve food and drinks, and keep the lounge clean and tidy. They check the buffet often to make sure food and drinks are always available and look nice. They also help guests with questions and make sure they feel comfortable and relaxed. If there is a problem, they report it to the supervisor. Their job is to give friendly, high-quality service to make the guest experience special.
10. Executive lounge Daily worker: The Executive Lounge Daily Worker helps the team in the executive lounge for a short time or on a daily basis. They support the attendants by refilling food and drinks, cleaning tables, and keeping the lounge neat. They also help serve guests and make sure the lounge is ready before and during service. They follow instructions from the

supervisor and assist with any tasks needed to keep the lounge running smoothly. Their job is to help the team and give good service to VIP guests.

11. Executive Lounge trainee: The Executive Lounge Trainee is a student or new staff member who is learning how to work in the executive lounge. They help the team by doing simple tasks such as setting up the lounge, refilling food and drinks, cleaning tables, and welcoming guests. They follow instructions from the supervisor or senior staff and learn how to give good service to VIP guests. Their goal is to gain experience, learn hotel service standards, and improve their skills in a real working environment.

