

**INTERNSHIP PROGRAM IN FOOD & BEVERAGES
SERVICE DEPARTMENT AT HOTEL MERCURE BSD CITY**



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MULTIMEDIA
NUSANTARA

MBKM REPORT

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

2025

**INTERNSHIP PROGRAM IN FOOD & BEVERAGES
SERVICE DEPARTMENT AT HOTEL MERCURE BSD CITY**



INTERNSHIP REPORT

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

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TANGERANG
2025**

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PREFACE

I would like to express my gratitude to God Almighty for making an internship report entitled "INTERNSHIP PROGRAM IN FOOD & BEVERAGES SERVICES DEPARTEMENT AT HOTEL MERCURE 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.

Therefore, I would like to thank to:

1. Dr. Andrey Andoko, as the Rector of Universitas Multimedia Nusantara.
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., 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. All the lecturers in Hotel Operations Program Universitas Multimedia Nusantara.
5. All my friends in the batch 6 Hotel Operations Program, especially Billy and Yoshella.
6. My family 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, 20 May 2025



(Nadya Elena Wijaya)

INTERNSHIP PROGRAM IN FOOD & BEVERAGES DIVISION AT HOTEL MERCURE BSD CITY

Nadya Elena Wijaya

ABSTRAK

Internship activities at hotels are an important step for students majoring in hospitality at Multimedia Nusantara University. The purpose of this report is to explain the author's internship experience at the hotel, especially about the learning process and professional development that occurred. The opportunity to do an internship at the Mercure BSD Hotel provided valuable value for the author. The author carried out an internship for six months, namely from July 2024 to January 2025 at the Mercure BSD Hotel, Food and Beverage Service department. The author was directly involved in the daily activities of the hotel, starting from serving guests, setting up buffets, taking orders. In addition, the author was also given the opportunity to learn from experienced hospitality practitioners at the Mercure BSD Hotel. Through direct interaction with hotel staff and management, the author gained in-depth insight into the dynamics of the hospitality industry and best practices for maintaining high service standards. Through this internship program, the author gained broader insight into the world of hospitality and was able to connect the theories obtained in college with direct practice in the field. This experience is expected to be a useful provision in future career development, especially in the hospitality sector.

Kata kunci: Mercure BSD City, Magang, F&B Service

INTERNSHIP PROGRAM IN FOOD & BEVERAGES DIVISION AT HOTEL MERCURE BSD CITY

Nadya Elena Wijaya

ABSTRACT

Internships in hospitality are an important step for students or young professionals with an interest in hospitality services. The purpose of this study is to explore the hospitality internship experience, focusing on the learning and professional development processes that occur during the internship. The internship opportunity at Hotel Mercure BSD provides great value for students and young professionals who wish to explore the hospitality industry first-hand. This internship was undertaken with the aim of investigating the experiences and learning that the internship participants experienced as the author interacted with the work environment at Hotel Mercure BSD. The internship experience at Hotel Mercure BSD provided a comprehensive understanding of the various aspects of hotel operations. Interns are directly involved in the daily activities of the hotel, ranging from serving guests, setting up buffets, taking orders. In addition, internship participants are also given the opportunity to learn from experienced hospitality practitioners at Hotel Mercure BSD. Through direct interaction with hotel staff and management, they gain in-depth insight into the dynamics of the hospitality industry as well as best practices for maintaining high service standards. Through this internship program, the author gained a broader insight into the world of hospitality and was able to connect the theory obtained in college with direct practice in the field. This experience is expected to be a useful provision in future career development, especially in the field of hospitality.

Keywords: Mercure BSD City, Internship, F&B Service

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