

CHAPTER II

COMPANY OVERVIEW

2.1 Hotel Profile



Figure 2.1 Mercure Tangerang BSD City
Source: all.accor.com

A 4-star hotel that for travelers seeking a local and authentic experience. Mercure Tangerang BSD City is strategically located in BSD City's Central Business District, close to ICE BSD, AEON Mall, Green Office Park, and The Breeze, which is the center of business, lifestyle, entertainment, and culinary. Only 1 hour by car to downtown Jakarta and less than an hour to Soekarno Hatta International Airport. Enjoy the hotel's trendy atmosphere with 157 spacious rooms equipped with modern amenities. Perfect for both business and leisure travelers.



The hotel also provides various facilities for the comfort of guests, including an lobby lounge, outdoor swimming pool, a fitness center and in room spa for relaxation. For the business facilities include free Wi-Fi throughout the hotel, and 9 meeting rooms, two (BSD 1 & 2) of which can be converted into ballrooms for a maximum of 500 people, and it's a ideal place for corporate events, weddings, seminars and social gatherings. And for the culinary section, Kitchen Yard



Restaurant serves a selection of local and international food and capacity for 150 people. The restaurant is open daily from 06.00 AM until 11.00 PM with breakfast hours from 06.00 AM to 10.00 AM weekday and 06.00 AM to 11.00 AM for weekend, and lunch buffet from 12.00 PM to 14.30 PM and dinner buffet 18.00 PM until 20.30 PM. With friendly service and comprehensive facilities, the hotel continues to develop as an ideal destination for business and leisure travelers.

2.1.1 Hotel Facilities

A. Room Types

Table 2.1 Room Types

Figure	Description
 <p>Figure 2.2 Superior room's bedroom (Source : all.accor.com)</p>	<p>Superior room is 31 sqm contemporary room overlooking the city through floor-to-ceiling window featuring a Double Bed, LED TV and ultrachic bathroom with rain shower.</p>
 <p>Figure 2.3 Superior room's twin bedroom (Source : all.accor.com)</p>	<p>Superior room twin bedroom is 31 sqm contemporary room overlooking the city through floor-to-ceiling window featuring a double bed, LED TV and ultrachic bathroom with rain shower.</p>

 <p>Figure 2.4 Privilege room's bedroom (Source : all.accor.com)</p>	<p>Privilege room is 31 sqm Deluxe Room featuring a Double Bed with Daybed sofa overlooking the City view, a 43" LED TV, Modern coffee machine, Free minibar, full bathroom amenities and comfortable bathrobe.</p>
 <p>Figure 2.5 Suite Junior room's bedroom (Source : all.accor.com)</p>	<p>Suite Junior room is 47 sqm Suite Room featuring a Double Bed with daybed sofa, bathtub, spacious wardrobe, 55" LED TV, modern coffee machine, free minibar, full bathroom amenities and comfortable bathrobe.</p>


B. Restaurant

Table 2.2 Restaurant

Figure	Description
 <p>Figure 2.6 Kitchen Yard (Source : all.accor.com)</p>	<p>Kitchen Yard at Mercure BSD Tangerang offers a warm bistro-style dining experience with both buffet breakfast and à la carte options, featuring a mix of local and international cuisine. With a spacious capacity of up to 150 guests, make it the perfect spot to meet colleagues or relax with friends in a cozy yet modern atmosphere.</p>


C. Bar

Table 2.3 Bar

Figure	Description
 <p>Figure 2.7 Lobby Bar (Source : all.accor.com)</p>	<p>The Lobby Bar serves a wide selection of wines, cocktails, mocktails, healthy juices, coffee and tea.</p>


D. Fitness Centre

Table 2.4 Fitness Centre

Figure	Description
 <p>Figure 2.8 Fitness Centre (Source : all.accor.com)</p>	<p>The Fitness Centre features modern exercise equipment and is open daily from 6 AM to 10 PM.</p>


E. Spa

Table 2.5 Spa

Figure	Description
 <p>Figure 2.9 In Room Spa (Source : all.accor.com)</p>	<p>Spa and massage facilities are available from 9.00 AM to 10.00 PM. To using the spa facilities, there is an additional charge.</p>


F. Meeting and Events

Table 2.6 Meeting and Events

Figure	Description
 <p>Figure 2.10 Meeting and Events (Source : all.accor.com)</p>	<p>There are 9 Meeting Rooms at Mercure BSD City with a largest room surface of 147 m² / 1582 sq ft and a maximum capacity of 136 with a maximum capacity for banquets of 65.</p>


G. Swimming Pool

Table 2.7 Swimming Pool

Figure	Description
 <p>Figure 2.11 Swimming Pool (Source : all.accor.com)</p>	<p>While staying at our hotel, you can relax by the pool. With dimensions:</p> <ol style="list-style-type: none"> 1. Min Pool Depth: 0.6 m / 1.969 ft 2. Max Pool Depth: 1.2 m / 3.937 ft

H. Wedding

Table 2.8 Wedding

Figure	Description
 <p>Figure 2.12 Wedding (Source : all.accor.com)</p>	<p>Whether it's stunning outdoors garden wedding or the luxurious indoor ballroom wedding, let us live your enchanting wedding dream. 4 hours usage of our extensive function area equipped with sound system and projector and can accommodate up to 1000 guest.</p>

2.2 Organizational Chart

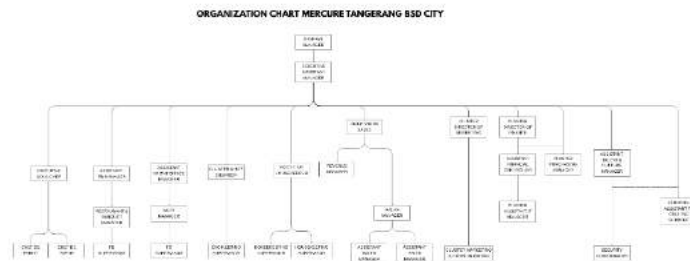


Figure 2.13 Mercure BSD Organizational Chart



Figure 2.14 F&B Service Organizational Chart

Every hotel, whether it is big or small, needs an organizational structure to carry out its daily operations. This structure serves to allocate responsibilities, define roles for each department, and distribute authority both within and across departments. Well-defined job roles contribute to heightened productivity and operational efficiency. Various hotels employ diverse approaches to organizing their workforce.

Here is a description of each role in the organizational chart of Mercure F&B Services:

1. General Manager. In addition to the responsibility for the entire hotel, General Manager also has a role in F&B Services. GM is ensuring the quality of service according to F&B standards and setting standards and

rules for F&B Services in the hotel and controlling the costs from FB Services incurred or required.

2. Executive Assistant Manager. EAM is responsible for monitoring the performance of F&B Service personnel, evaluating in the performance of FB Services and then preparing reports to be submitted to the General Manager and coordinating with other departments supporting the operational running of F&B Services takes over for the events.
3. Assistant F&B Manager ensures that FB service meets standards, ensure staff management through training and supervision so that all staff can perform well in their jobs, monitor the quality of food served to ensure it meets standards such as cleanliness and taste and ensure that guests have a pleasant dining. Assistant F&B Manager managed FB service inventory such as food inventory, beverage inventory, and coordinate stock purchases with other departments.
4. Supervisor. In managing staff work schedules, supervisor should directly respond to guest complaints and issues, work with the culinary department to increase cooking efficiency, and ensure that staff meets standards through daily training, supervision.
5. Leader directly helps maintain the quality of performance and distributes tasks to other employees.

CHAPTER III

INTERNSHIP IMPLEMENTATION

3.1 Placement and Coordination

Kitchen Yard was the name of the restaurant where the writer was originally placed. The only dining establishment at Mercure Tangerang BSD City is Kitchen Yard. The concept of this restaurant is semi-buffet and all-day dining. Depending on the reservation or package they select, customers can enjoy buffet or ala carte cuisine while they are at this restaurant.

Kitchen Yard collaborates with the hotel division to serve breakfast to room guests in addition to serving food to walk-in guests. The Kitchen Yard restaurant will serve breakfast to room guests. Additionally, the Kitchen Yard restaurant frequently works with banquet organizations, using the Kitchen Yard space as a location for events like weddings.

And secondly, the writer placed at the bar & cashier. In bar & cashier the writer learned how to make drinks on their menu, input drink and food orders to the kitchen, learned how to billing with EDC (Electronic Data Capture) machines, the correct way of upselling courtesy calls to guest rooms, and how to pick up the telephone with the right words and learn how to settle bills and closing bills. And the bar & cashier was placed near at lobby lounge that are open 24 hours, when the guests want to order food or drink in the middle of the night they can order to room service by telephone or go to the lobby lounge right away.

3.2 Job Description

1. The writer first placement was at a restaurant outlet called Kitchen Yard. First day of the writer internship is learned how to be a greeter at Kitchen Yard Restaurant. The writer taught how to greet guests and ask for their room number, and after that the writer recorded from what room and how many pax in the guest in house. If there is a description of RO (Room Only) means that the guest does not include breakfast, if there is a description of

(Accor +) members, it means that they include breakfast as a compliment because they have joined and paid (Accor +) members, so they must be taken care of properly and correctly. Then we must do the breakfast reconciliation, to know what percentage had breakfast in that day.

2. After a week the writer got assignment on the floor at the section A & Pool or B, C, D, Garden at Kitchen Yard Restaurant. The writer job in that section is to pick up dirty plates, cutleries and glasses. Also prepare for the next buffet, by taking the guest's last order, taking photos of the buffet to send to the F&B services group, then closing the buffet. For the buffet itself, there is a breakfast buffet from 06.00 AM to 10.00 AM on weekdays and 06.00 AM to 11.00 AM on weekends, then the lunch buffet starts at 12.00 PM to 14.30 PM, then the dinner buffet starts from 18.00 PM to 20.30 PM. But for lunch and dinner buffet it depends on how many reservations there are, and the buffet can only be opened if there are 20 pax reservations. The breakfast buffet price is 175,450 nett and for lunch and dinner is 250,000 nett. For the restaurant itself it's open 06.00 AM until 23.00 PM, that for the guests who want to enjoy the drinks and the local & international dishes at Kitchen Yard restaurant.
3. And then the writer was assigned to be an FB ambassador. The FB ambassador's job is to look for reviews on Google and Tripadvisor, also member enrollment. By the way we have to take care of the guests first and then ask for comments about breakfast or lunch on that day, if the comments given are all good, we can immediately ask for a review. After that we take a photo of the review and then send it to the F&B Services group as a report.

3.3 Problem and Solution

1. Health Problem

One of the internal challenges faced by the writer is a health condition that makes it difficult to fully adapt to certain work environments or schedules, which can impact both physical stamina and overall performance. However, to address this issue, the writer has prioritizing personal well-being through

maintaining proper health, get enough rest, and adopting a healthy lifestyle, all of which are essential measures to improve endurance, support productivity, and gradually adjust more effectively to the demands of the professional setting.

2. Working Speed

Problems also arise due to external factors, particularly when the writer is assigned to work on the floor, where high work pressure is often experienced, especially during peak hours or busy periods, making it challenging to complete tasks efficiently and on time. For the solution to this situation, the writer usually communicates openly with fellow staff members to ask for assistance when certain responsibilities become overwhelming, while also striving to improve personal time management and increase work speed in order to better adapt to the fast-paced environment and ensure that service quality remains consistent despite the demanding circumstances.

3. Staff

Because there are not many staff in the F&B Service department and sometimes when staff are suddenly absent, there are least people in charge and the work becomes chaotic. The solution is to communicate with the team so that everyone knows what needs to be done and who is responsible for certain tasks. And ask for help to call in available staff who are on off days to come in and make up for their off days on another day.

CHAPTER IV

CONCLUSION AND RECOMMENDATION

4.1 Conclusion

The Kitchen Yard restaurant in Mercure Tangerang BSD City was where the writer was initially placed. This restaurant offers a semi-buffet style and all-day dining. The main duty is in the front area, where the writer interacted directly with guests. The writer duties are preparing buffet and closing buffet, mise en place for ala carte, then taking care of guests, taking orders if anyone comes to the restaurant to eat ala carte menu, inputting orders to the system, adjusting ala carte cutleries according to what food is ordered, then delivering drinks and food properly.

The writer second placement is FB ambassador. The writer must search for good review and enrollment member of the hotel. First, the writer must provide assistance to the guests, and then asking about their breakfast or lunch that day. If all of the feedback is positive, the writer can then request a review right away. The review is then captured and sent as a report to the F&B Services group. And after that the report should be sent to the General Manager.

The writer third placement is Greeter. The writer's task was to greet and take care the guests. If it's during breakfast, the writer recorded which room the guest is from because some rooms are just room only, and not include breakfast. After the breakfast was done, the greeter must do breakfast reconciliation and must got sign from AFBM and the leader that in charge in that day. The greeter also can take orders the guests, adjusting *ala carte* cutleries, and billing the payment.

Throughout the internship, the writer experienced plenty of difficulties. The writer gained a lot of knowledge and experience from the internship that the writer was unable to obtain while attending college. The internship not only helped the writer become more adept at handling customers and doing tasks under time constraints, but it also prepared me to deal with real world work. The writer discovered the value of self-control, accountability, and perseverance in the workplace. Additionally, this internship gives the writer chance to assess skills and weaknesses and also develop to be more ready in the future.

4.2 Recommendation

1. The hotel (Mercure Tangerang BSD City)

It is important for the hotel management to give greater attention to employee welfare by ensuring that each division is not consistently burdened with overtime work, in addition, providing a more comfortable and dedicated area for staff to take breaks, while further improvements can be made by enhancing the cleanliness and maintenance of the back of house areas spaces that may not be visible to guests but are essential for supporting daily operations and creating a more professional and healthy working environment for all employees.

2. For the University (Universitas Multimedia Nusantara)

To enhance the skills and professionalism of the food and beverage team, it would be highly beneficial for Hotel Operations Program to add more comprehensive courses focused on wine, basic spirits, and bartending knowledge, as these additional training sessions would not only deepen students understanding of various beverage categories but also improve their ability to confidently recommend and serve drinks to guests, ultimately elevating the overall dining and bar experience offered by the hotel.

3. For the future internship

Hotel internship offers an excellent chance to immerse students in the fast-paced hospitality industry. This experience provides valuable insights into hotel operations, covering everything from guest service to managing cleanliness. Throughout the internship, students will develop essential skills such as teamwork, problem-solving, and enhancing your communication and customer service abilities. Additionally, internships allow students to connect with industry professionals, potentially paving the way for future career opportunities. And also students do not forget to prepare your mentality wisely.

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APPENDIX

A. MBKM Cover Letter - MBKM 01

MBKM-01 Cover Letter MBKM Internship Track 1

Tangerang, July 31st 2024



No : 40/UMN/HTL/Internship Track 1/VII/2024
Subject : **Student's Application for MBKM Internship Track 1**

Dear. Head of Human Resource Department

Universitas Multimedia Nusantara's providing the MBKM Internship Track 1, a work-integrated learning program, for students to hone their skills according to their talents and interests into the real work environments. Students directly doing Internship Track 1, in the company to learn solving problems based on knowledge that gained in campus, to link and match Internship Track 1 program with the curriculum as preparation for their future careers.

We pleased to inform the student with the following details:

Student ID : 00000079480
Student Name : Nadya Elena Wijaya
Academic Program : Hotel Operations
Email : nadya.elena@student.umn.ac.id
Mobile Phone : 621290761811

Company will be received the student as an employee and Internship Track 1 participant, he/she express their willingness to follow 640 working hours or 100 working days prior to work rules 8 hours per day. Therefore, UMN's student must obey all regulations stipulated by company from time to time.

Along with respect, we considered our student to get selected in the Internship Track 1 program from your company. We thank you and look forward to hear employment acceptance letter of our student's.

Sincerely,

**Head of Departement Hotel Operations Program
Multimedia Nusantara University**



(Oqke Prawira Triutama, SST.Par., M.Si.Par.)

C. MBKM Daily Tasks - MBKM 03

MBKM-03 Daily Task - Internship Track 1



Daily Task

STUDENT ID : 00000079480
STUDENT NAME : Nadya Elena Wijaya
COMPANY NAME : Mercure BSD City Tangerang

No	Date	In	Out	Duties /Responsibilities	Supervisor's Sign
1	01/07/2024	06:00	18:00	On my first day of internship i learn how to be hostest or greeter at Kitchen Yard restaurant, the greeter usually record guests from which rooms are having breakfast and doing breakfast reconciliation.	Approved at 06 Januari 2025 16:39
2	02/07/2024	06:00	18:00	On the second day assignment i learn how to be greeter again and take care section B, C, D, Garden at Kitchen Yard. We usually offering coffee or tea to the guest, take care of them and clear up at their tables.	Approved at 06 Januari 2025 16:39
3	03/07/2024	06:00	18:00	On this day assignment i take care section B, C, D, Garden at Kitchen Yard again. As usuals i'm offering coffee or tea to the guest, take care of them and clear up at their tables. And i learn how to prepare lunch and dinner buffet at Kitchen Yard.	Approved at 06 Januari 2025 16:39
4	05/07/2024	06:00	18:00	On this day assignment i take care section B, C, D, Garden at Kitchen Yard again. As usuals i'm offering coffee or tea to the guest, take care of them and clear up at their tables. And i learn how to prepare lunch and dinner buffet at Kitchen Yard.	Approved at 06 Januari 2025 16:39

Notes:

1. Copied Form must be attached in report when registering for exam

In witness whereof the company,

Leo Setiyadi
Asst F&B Manager

Please sign along with the Company's stamp



N U S A N T A R A

D. MBKM Report Verification Sheet - MBKM 04



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NUSANTARA

Form Lembar Verifikasi Laporan MBKM Magang

LEMBAR VERIFIKASI LAPORAN MBKM MAGANG

Dosen Pembimbing MBKM Magang

Nama : Oqke Prawira S.ST,M.Si.Par

Penanggung Jawab/Pembimbing Lapangan

Nama : Leo Setiyadi

Jabatan : Assistant F&B Manager

Nama Lembaga : Mercure Tangerang BSD City

menyatakan telah menerima, membaca, dan menyetujui laporan MBKM Magang dari

NIM : 00000079480

Nama : Nadya Elena Wijaya

Periode : 1 July 2024 - 7 January 2025

Judul Laporan : Internship Program In Food & Beverages Service Department At Hotel Mercure BSD City

Tangerang 3 January 2025

Tangerang 6 January 2025

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

Dosen Pembimbing

(Leo Setiyadi)

Penanggung Jawab/Pembimbing Lapangan

Disertai Cap/Stempel

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E. MBKM Acceptance Letter (LoA)

MERCURE
HOTEL
TANGERANG BSD CITY

Tangerang, 29TH April 2024

No : 007/MBSD-TNC/EOM/VII/2024

Subject : Acceptance Letter

Attention To :

Mr. Ogke Prawira., S ST, M.Si. Par.,CHE

Head of Hotel Operations Program

UMN

Dear , Mr. Ogke Prawira

First of all, we would like to thank you for send your students to have an Internship in our hotel.

As per our interview with your student and our Department Head, we decided to **ACCEPT** your student with following details :

No.	Student Name	NIM	Department	Period Training
1.	Nadya Elena Wijaya	00000079480	Food & Beverage Service	1 July 2021 – 31 December 2024

Thank you for your attention and cooperation.

Best Regards,

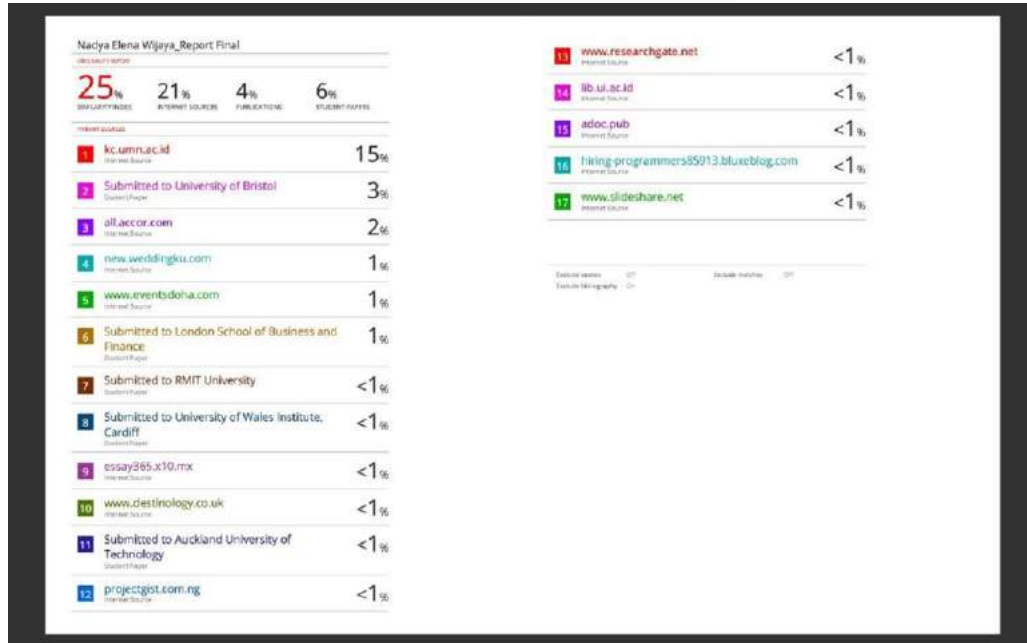


Devi Yusrina Wulandari
Assistant Talent & Culture Manager

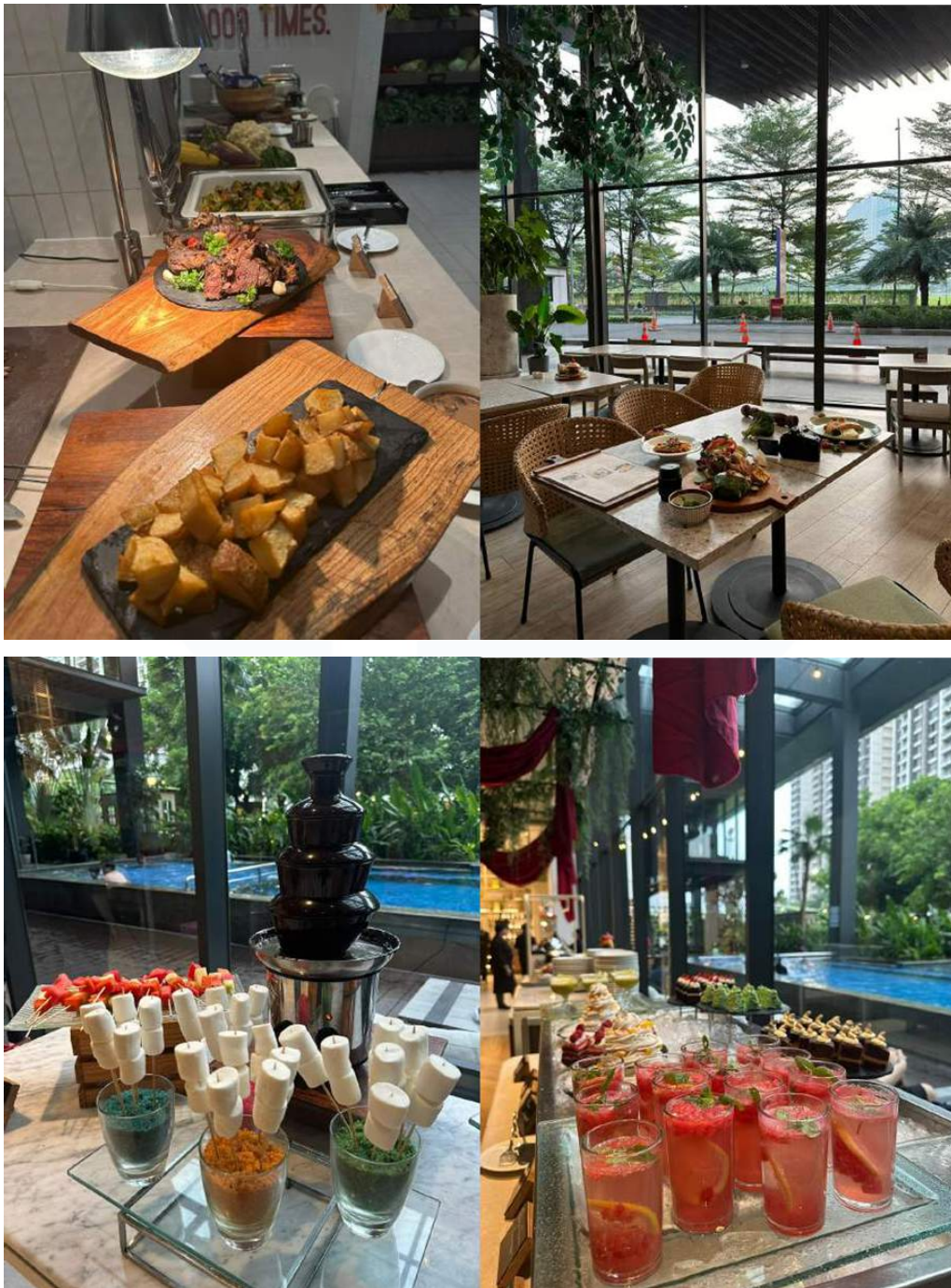
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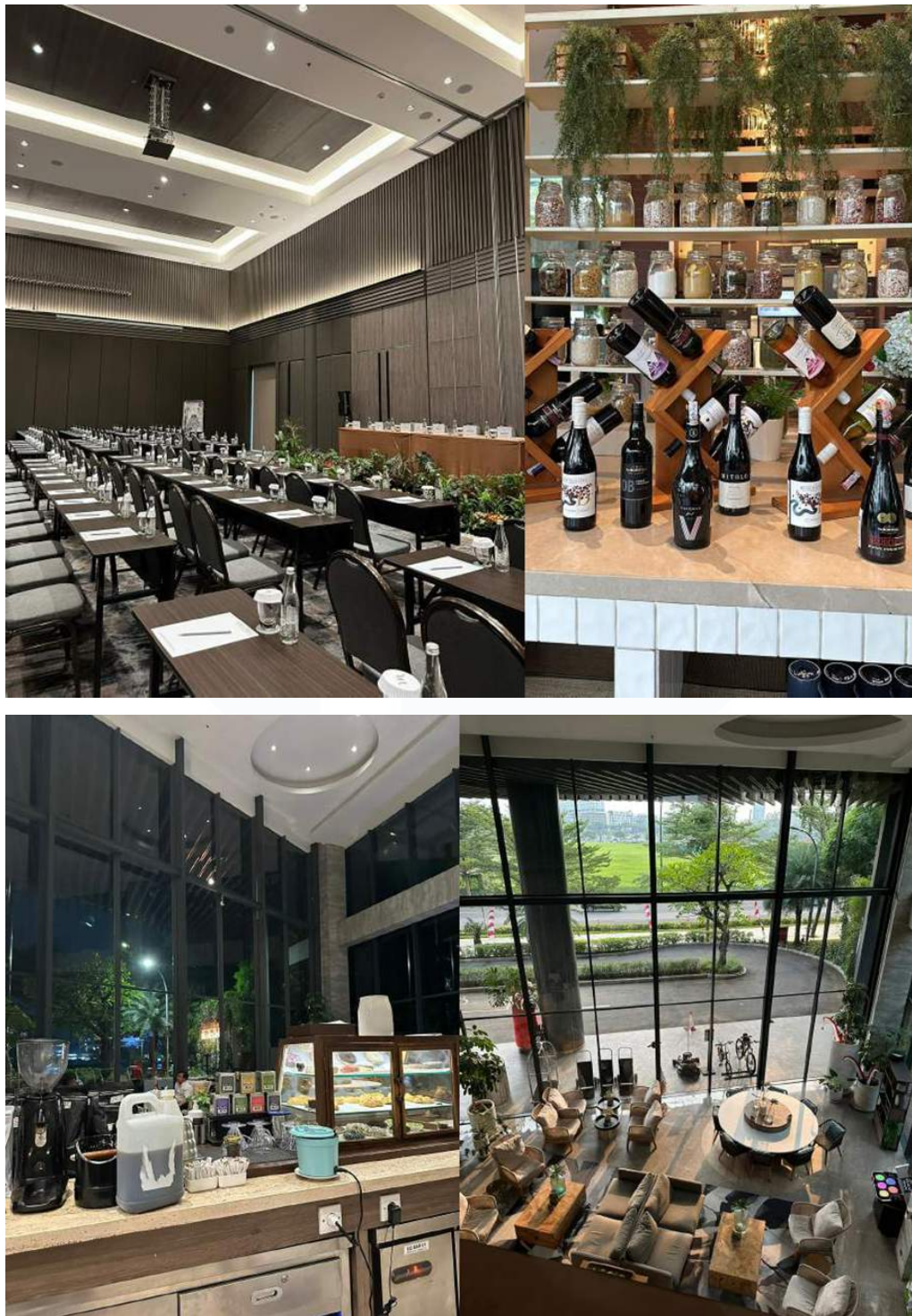
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F. Turnitin Checking Result



G. Picture of work result tasks carried out during MBKM





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