

**FRONT OFFICE DEPARTMENT
JHL SOLITAIRE GADING SERPONG**



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INTERNSHIP REPORT

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

2025

**INTERNSHIP PROGRAM AT
FRONT OFFICE DEPARTMENT
JHL SOLITAIRE GADING SERPONG**



INTERNSHIP REPORT

Proposed to Fulfill the MBKM Course

Radhinka Syafitri Dalores

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**HOTEL OPERATIONS PROGRAM
FACULTY OF BUSINESS
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PREFACE

All praise and gratitude go to God Almighty for His blessings and grace, which have enabled the writer to successfully compile and complete this report, as well as the six-month Field Work Practice program at JHL Solitaire Gading Serpong Hotel, on schedule and as planned. The purpose of preparing this report is to fulfill the requirements for completing the Field Work Practice program. Additionally, the writer would like to express sincere appreciation to all parties who have provided support and assistance in completing this report and offered valuable guidance throughout the work practice, including:

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Tangerang, 23 June 2025



Radhinka Syafitri dalores

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ABSTRAK

Magang di JHL Solitaire Gading Serpong, hotel bintang 5, memberikan pengalaman belajar yang berharga bagi penulis. Selama 6 bulan masa magang, penulis bekerja sebagai Guest Relations Officer (GRO) dan memperoleh pengetahuan dan pengalaman yang luas di industri perhotelan. Sebagai GRO, tugas utama penulis meliputi menyambut dan melayani tamu, menangani keluhan dan permintaan tamu, serta memberikan informasi tentang layanan dan fasilitas hotel. JHL Solitaire Gading Serpong dipilih sebagai tempat magang karena reputasinya sebagai hotel bintang 5 yang menawarkan lingkungan belajar yang ideal. Penulis menghadapi beberapa tantangan selama magang, termasuk penyesuaian dengan alur kerja baru. Namun, melalui pengalaman ini, penulis belajar untuk beradaptasi dan menyesuaikan diri dengan lingkungan kerja baru. Penulis juga memiliki kesempatan untuk mengembangkan keterampilan profesional dan meningkatkan pengetahuan tentang industri perhotelan. Magang di JHL Solitaire Gading Serpong memberikan pengalaman yang berharga bagi penulis, tidak hanya dalam hal pengetahuan dan keterampilan profesional tetapi juga dalam pengembangan pribadi. Penulis berharap bahwa pengalaman magang ini akan menjadi aset yang berharga untuk prospek karir di masa depan.

Kata kunci: *Front Office, Program Magang, Industri Perhotelan.*

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ABSTRACT (English)

Internship at JHL Solitaire Gading Serpong, a 5-star hotel, provided a valuable learning experience for the writer. During the 6-month internship period, the writer worked as a Guest Relations Officer (GRO) and gained extensive knowledge and experience in the hospitality industry. As a GRO, the writer's main tasks included greeting and welcoming guests, handling guest complaints and requests, and providing information about hotel services and facilities. JHL Solitaire Gading Serpong was chosen as the internship site due to its reputation as a 5-star hotel that offers an ideal learning environment. The writer faced several challenges during the internship, including adjusting to a new work flow. However, through this experience, the writer learned to adapt and adjust to the new work environment. The writer also had the opportunity to develop professional skills and enhance knowledge of the hospitality industry. The internship at JHL Solitaire Gading Serpong provided a valuable experience for the writer, not only in terms of knowledge and professional skills but also in personal development. The writer hopes that this internship experience will serve as a valuable asset for future career prospects.

Keywords: Front Office, Internship program, Hospitality Industry

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