

**INTERNSHIP PROGRAM IN FOOD AND BEVERAGE SERVICE
DIVISION AT HOTEL JHL SOLITAIRE GADING SERPONG**



INTERNSHIP REPORT

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**HOTEL OPERATIONS PROGRAM
FACULTY OF BUSINESS
UNIVERSITAS MULTIMEDIA NUSANTARA
TANGERANG
2025**

**INTERNSHIP PROGRAM IN FOOD AND BEVERAGE SERVICE
DIVISION AT HOTEL JHL SOLITAIRE GADING SERPONG**



UMN
UNIVERSITAS
MULTIMEDIA
NUSANTARA

INTERNSHIP REPORT

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

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TANGERANG
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NON - PLAGIARISM DECLARATION FORM

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Tangerang, 08 march 2025

A handwritten signature in black ink, appearing to read 'TimotiusAnerlie', written over a horizontal line.

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CONSENT PAGE

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PREFACE

Gratitude for the blessings and grace to God Almighty, for the completion of this internship report with the title: “Internship Program in Food and Beverage Service Department at Hotel JHL Solitaire GadingSerpong” 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 the writer to complete it. Therefore, I express my gratitude to:

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6. To the parents, friends, and lecturers 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, 08 March 2025



(TimotiusAnerlie)

INTERNSHIP PROGRAM IN FOOD AND BEVERAGE SERVICE DIVISION AT HOTEL JHL SOLITAIRE GADING SERPONG

Timotius Anerlie

ABSTRAK

Program magang ini dilaksanakan penulis di JHL Solitaire Hotel, Tangerang, pada divisi Food and Beverage Service selama enam bulan. Tujuan dari kegiatan ini adalah untuk memahami secara langsung proses pelayanan tamu di industri perhotelan serta meningkatkan kemampuan komunikasi, kerja tim, dan profesionalisme penulis dalam dunia kerja. Selama masa magang, berbagai aspek pelayanan tamu, termasuk penyambut tamu, taking order, penyajian makanan dan minuman, serta penanganan keluhan dengan standar pelayanan hotel bintang lima dipelajari dan diimplementasikan secara langsung. Salah satu tantangan utama yang dihadapi penulis adalah menghadapi tamu dengan kebutuhan atau permintaan khusus, serta situasi di mana komunikasi antar staf tidak berjalan lancar, yang dapat berdampak pada kualitas layanan. Melalui bimbingan dari supervisor dan pengalaman langsung di lapangan, penulis belajar cara menyelesaikan masalah tersebut secara profesional, termasuk pentingnya koordinasi tim dan sikap tanggap terhadap kebutuhan tamu. Program magang ini memberikan pengalaman berharga yang memperkuat pemahaman dan keterampilan penulis dalam ilmu dan praktik pelayanan makanan dan minuman, serta menumbuhkan sikap kerja yang lebih disiplin, tangguh, dan berorientasi pada kepuasan tamu.

Kata kunci: magang, hotel, jasa makanan dan minuman, pelayanan, vokasi

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TimotiusAnerlie

ABSTRACT

The writer conducted this six-month internship at the JHL Solitaire Hotel, Tangerang, in the Food and Beverage Service division. The goal of this activity was to gain a firsthand understanding of the guest service process in the hospitality industry and to enhance the writer's communication skills, teamwork, and professionalism in the workplace. During the internship, various aspects of guest service, including welcoming guests, taking orders, serving food and beverages, and handling complaints, met five-star hotel service standards, were studied and implemented directly. One of the main challenges the writer faced was dealing with guests with special needs or requests, as well as situations where communication between staff members was disrupted, which could impact service quality. Through guidance from supervisors and hands-on experience, the author learned how to resolve these issues professionally, including the importance of team coordination and responsiveness to guest needs. This internship provided valuable experience that strengthened the writer's understanding and skills in the science and practice of food and beverage service, and fostered a more disciplined, resilient, and guest-satisfaction-oriented work attitude.

Keywords: internship, hotel, food and beverage service, service, vocational

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