

Background

CHAPTER 1

INTRODUCTION

Internships are a crucial component of vocational education in the hospitality industry, particularly for hotel operation students (Giousmpasoglou, &Marinakou, 2021). Industry experts have emphasized that practical training helps bridge the gap between theoretical knowledge and real-world applications (Resch &Schrittesser, 2023). One key area where such experiential learning is indispensable is the Food and Beverage (F&B) Service Department. Immersing students in the daily operations of F&B services not only prepares them for future employment but also helps them cultivate professionalism, adaptability, and strong communication skills (Razote&Lantaka, 2024).

The food and beverage service sector is fast-paced and customer-focused, requiring students to master various interpersonal and technical competencies (Majorocon et al., 2024). Food and beverage sector often demands attention to detail, the ability to work under pressure, and efficient teamwork (Ghani et al., 2022). In the internship, the writer is expected to be knowledgeable about the menu, capable of making accurate recommendations, and responsive to guest inquiries, all while maintaining a positive attitude in a dynamic and often high-stress environment. The writer also practiced to be multitasking, staying organized, and being flexible are essential traits for success in F&B department.

The writer chose JHL Solitaire Hotel GadingSerpong to be the place of the internship because JHL Solitaire is a 5-star luxury hotel and it made the writer feels motivated by the opportunity to learn from a high-standard hospitality environment. The hotel's atmosphere, combined opulence with contemporary design, reflects the kind of excellence they aim to achieve in customer service. This setting reportedly allows interns to engage with high-profile guests and participate in prestigious events

such as VIP dinners, weddings, and corporate or government meetings—experiences that significantly enhance one’s professional development.

In addition to the learning benefits, it was conveyed that interns at JHL Solitaire receive tangible support such as a monthly stipend, complimentary meals for breakfast, lunch, or dinner. These provisions reportedly improve the internship experience and allow students to focus more effectively on their roles and responsibilities. The writer believed that such benefits, combined with the hands-on experience in a luxurious service setting, reinforce the importance of choosing a reputable institution for internship, particularly in the F&B department.

Purpose

The writer chose to undertake an internship at JHL Solitaire Hotel GadingSerpong with clear and meaningful objectives in mind. As a student in hotel operations, particularly in the food and beverage (F&B) service department, the internship was not only a graduation requirement but also a strategic decision to gain real-world experience in a premium hospitality environment. This experience is intended to support the writer’s academic success and professional readiness in a highly competitive industry. The purpose of this internship is as followed:

a. To develop professional and career skills

Through this internship, the writer also intended to build essential professional competencies that go beyond textbook knowledge. Working in F&B service would allow him to improve his customer interaction skills, menu knowledge, and service techniques. Additionally, he hoped to explore career growth opportunities by taking on more responsibilities, gaining leadership experience, and understanding the pathway to managerial roles within the hotel or broader hospitality industry.

b. To cultivate life and soft skills for long-term success

The writer recognized that balancing work and study would be a challenge, but he also saw it as an opportunity to strengthen life skills such as time

management, discipline, and self-control. Managing both academic and professional responsibilities would train him to handle deadlines, prioritize tasks, and perform effectively under pressure. Moreover, working closely with both customers and colleagues would sharpen his communication, adaptability, and leadership skills—qualities that are crucial for success in any career path.

Process and Procedure

a. Interview and Trainee onboarding

During the internship process, the writer had two interview sessions. His first interview was on May 8, 2024, with the Human Resources staff member, Ms. Jenifer, and the second interview took place on May 13, 2024, with the restaurant outlet manager, Ms. Neshya. After the interviews, the writer received his onboarding schedule, which was set for July 8, 2024, together with other trainees. The onboarding took place in the meeting room on the 6th floor of Lapiz Lazuli, from 9:00 a.m. to 6:00 p.m. The purpose of this onboarding session was to help new trainees become familiar with the areas where they would be working during their internship.

b. Beginning of the Internship program

The internship officially began on July 8, 2024; however, the writer's first actual day of work started the following day, on July 9, 2024. From that day forward, the writer continued his six-month training at JHL Solitaire until January 7, 2025. His first placement was in the Royal 8 Chinese Restaurant.

The work schedule followed a pattern of five working days and two days off each week. The internship program used a rolling system, in which trainees were rotated through different outlets. From July 9 to September 10, the writer, along with another trainee, was stationed at Royal 8 Chinese Restaurant.

After completing two months in Royal 8, the writer was assigned to Le Bleu Café for a brief two-day rotation. He was then transferred to Mangan All Day Dining Restaurant, where he worked from September 13 to November 12.

For his final rotation, the writer was placed in the Banquet Division, starting from November 12, 2024, until the end of his internship on January 9, 2025.

c. Ending of internship program

On the last day of the internship, all the trainees were invited to a graduation dinner. Each head of department gave a speech, expressing their gratitude for the trainees' efforts throughout the internship. After the speeches, everyone dined together to celebrate the conclusion of the program. This special event took place on January 7, 2025, marking the final day of the internship.