

**INTERNSHIP PROGRAM IN FOOD PRODUCTION
DEPARTMENT AT AYANA BALI**



UMN
UNIVERSITAS
MULTIMEDIA
NUSANTARA

INTERNSHIP REPORT

**CHELSEA FIELA
00000101245**

**HOTEL OPERATION PROGRAM
FACULTY OF BUSINESS
UNIVERSITAS MULTIMEDIA NUSANTARA
TANGERANG
2026**

**INTERNSHIP PROGRAM IN FOOD PRODUCTION
DEPARTMENT AT AYANA BALI**



INTERNSHIP REPORT

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

**CHELSA FIELA
00000101245**

**HOTEL OPERATION PROGRAM
FACULTY OF BUSINESS
UNIVERSITAS MULTIMEDIA NUSANTARA
TANGERANG
2026**

NON - PLAGIARISM DECLARATION FORM

Hereby, I:

Name : Chelsa Fiela

Student ID 00000101245

Program : Hotel Operation

Internship report with title of:

Internship Program in Food Production Division at Ayana Bali is my own work not plagiarized from scientific works written by others, and all sources both quoted and referred to have been correctly stated and listed in the Bibliography.

If in the future it is proven that fraud / irregularities are found, both in the implementation of the internship report and in the writing of the internship report, I am willing to accept the consequences of being declared NOT PASSED for the final assignment that I have taken.

Bali, 3 January 2026



(Chelsa Fiela)

00000101245

UMN

CONSENT PAGE

Internship report with title of
INTERNSHIP PROGRAM IN FOOD PRODUCTION
DEPARTMENT
AT AYANA BALI

By:

Name : Chelsa Fiela
Student ID : 00000101245
Program : Hotel Operation
Faculty : Business

Has been approved to be submitted to Intership Examination Session Universitas
Multimedia Nusantara.

Tangerang, 3 January 2026

Advisor,



Tri Ananti Listiana
(NIDN. 0324127604)

Head of Hotel Operations Program



Oqke Prawira, S. ST, M.Si.Par
(NIDN. 0428108007)

VALIDATION PAGE

Internship report with title of
Internship Program in Food Production Department
at Ayana Bali

By:

Name : Chelsa Fiela
Student ID : 00000101245
Program : Hotel Operation
Faculty : Business

Has been tested on Monday, 5 January 2026
From 14.00 to 14.35, and was stated

PASSED

With the order of examiner as follows

Advisor,

Examiner,



Tri Ananti Listiana
(NIDN. 0324127604)



R. A. Liska Bikardi, S. ST. Par MSMM
(NIK. L01001)

Head of Hotel Operations Program



Oqke Prawira, S. ST, M.Si.Par
(NIDN. 0428108007)

APPROVAL OF PUBLICATION

I hereby,

Name : Chelsa Fiela
Student ID : 00000101245
Program : Hotel Operation
Faculty : Business
Type of Work : Internship Report

Solely state that I fully grant Universitas Multimedia Nusantara to publish my work at the Knowledge Center repository system, so that it can be accessed by the Academics/Public. I also declare that there is no confidential information presented in my paper, and would never revoke this grant for any reason.

Bali, 3 January 2026



(Chelsa Fiela)
00000101245

UMN

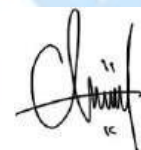
PREFACE

Gratitude for the blessings and grace to God Almighty, for the completion of this internship report with the title: “Internship Program in Food Production Department at Ayana resort Bali ” 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 me to complete it. Therefore, I express my gratitude to:

1. Dr. Ir. Andrey Andoko, M.Sc. as the Rector of Universitas Multimedia Nusantara.
2. Dr. Prio Utomo, S.T., MPC, 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 at Universitas Multimedia Nusantara.
4. Tri Ananti Listiana, S.Si., MM., as the Advisor, who has dedicated much of her time to provide valuable guidance, direction, motivation, and constructive feedback throughout the preparation of this internship report, allowing the report to be completed successfully.
5. My internship supervisor, who guided and supervised me throughout the internship period.
6. My parents who have provided material, emotional, and moral support, as well as unconditional love, encouragement, and continuous prayers throughout the study period, internship, and the preparation of this report, allowing the writer to successfully complete this academic journey.
7. My sister, best friends, and close friends who have always accompanied, motivated, encouraged, and supported me throughout the study period, internship, and the preparation of this report.
8. My senior colleagues and friends during the internship, who supported and guided me during the internship.

May this Internship report be beneficial, both as a source of information and inspiration for readers.

Bali, 3 January 2026



(Chelsa Fiela)
00000101245

INTERNSHIP PROGRAM IN FOOD PRODUCTION DIVISION AT AYANA BALI

Chelsa Fiela

ABSTRAK

Laporan magang ini memaparkan pengalaman pembelajaran yang dijalani oleh peserta magang pada Departemen Produksi Makanan di AYANA Resort Bali, salah satu hotel mewah terkemuka di Indonesia. Program magang ini dirancang untuk mengintegrasikan pengetahuan teoretis yang diperoleh selama masa studi dengan pengalaman praktis di lingkungan dapur profesional hotel bintang lima. Selama program magang, peserta magang ditempatkan di beberapa bagian dapur, termasuk dapur panas dan dapur dingin, di bawah bimbingan mentor yang berpengalaman. Tanggung jawab utama yang dijalankan meliputi persiapan makanan sesuai standar internasional, pengelolaan kebersihan dan sanitasi, proses *mise en place*, serta teknik penyajian hidangan. Selain keterampilan teknis, peserta magang juga mengembangkan keterampilan lunak penting seperti komunikasi efektif, kerja sama tim, adaptabilitas, manajemen waktu, serta kemampuan bekerja di bawah tekanan. Beberapa tantangan dihadapi selama program magang, khususnya dalam menyesuaikan diri dengan tuntutan operasional yang tinggi dan pengelolaan komunikasi di lingkungan kerja yang dinamis. Tantangan tersebut berhasil diatasi melalui penerapan strategi pemecahan masalah yang proaktif, sehingga memberikan pertumbuhan baik secara pribadi maupun profesional. Program magang di AYANA Resort Bali ini memberikan platform pembelajaran yang sangat berharga serta berkontribusi secara signifikan dalam mempersiapkan peserta magang untuk menghadapi dunia kerja di industri perhotelan.

Kata kunci: *Magang, Produksi Makanan, Industri Perhotelan, AYANA Resort Bali, Operasional Dapur, Keterampilan Kuliner, Pengembangan Profesional, Hotel Bintang Lima.*

INTERNSHIP PROGRAM IN FOOD PRODUCTION DIVISION AT AYANA BALI

Chelsa Fiela

ABSTRACT

This internship report presents the learning experience undertaken by the intern in the Food Production Department at AYANA Resort Bali, one of Indonesia's leading luxury hospitality establishments. The internship was designed to integrate theoretical knowledge acquired during academic studies with practical experience in a professional five-star kitchen environment. During the internship, the intern was assigned to multiple kitchen sections, including hot and cold kitchens, under the supervision of experienced mentors. Key responsibilities involved food preparation according to international standards, hygiene and sanitation management, mise en place operations, and plating techniques. The internship also allowed for the development of essential soft skills, such as effective communication, teamwork, adaptability, time management, and the ability to perform under pressure. Several challenges were encountered during the internship, particularly in adapting to the high operational demands and managing communication in a fast-paced work setting. These challenges were successfully addressed through proactive problem-solving strategies, resulting in both personal and professional growth. The internship program at AYANA Resort Bali provided a valuable learning platform, contributing significantly to the intern's readiness for future careers in the hospitality industry.

Keywords: *Internship, Food Production, Hospitality Industry, AYANA Resort Bali, Kitchen Operations, Culinary Skills, Professional Development, Five-Star Hotel.*

TABLE OF CONTENT

INTERNSHIP PROGRAM IN FOOD PRODUCTION DEPARTMENT AT AYANA BALI	i
NON - PLAGIARISM DECLARATION FORM.....	ii
CONSENT PAGE.....	iii
VALIDATION PAGE.....	iv
APPROVAL OF PUBLICATION.....	v
PREFACE	vi
ABSTRAK.....	vii
ABSTRACT	viii
TABLE OF CONTENT	ix
LIST OF FIGURES.....	x
LIST OF APPENDIX.....	xii
CHAPTER I INTRODUCTION	1
1.1 Background.....	1
1.2 Purpose of Internship.....	3
1.3 Process and Procedure of Internship.....	4
CHAPTER II GENERAL DESCRIPTION	6
2.1 Hotel's Profile	6
2.1.1 History.....	6
2.1.2 Hotel Facilities	8
2.2 Organizational Structure.....	35
CHAPTER III INTERNSHIP ACTIVITIES.....	24
3.1 Placement and Coordination.....	24
3.2 Job Description.....	25
3.3 Problems and Solutions	27
CHAPTER IV CONCLUSION AND RECOMMENDATION	30
4.1 Conclusion.....	30
4.2 Recommendation	30
REFERENCES	32
APPENDIX	34

LIST OF FIGURES

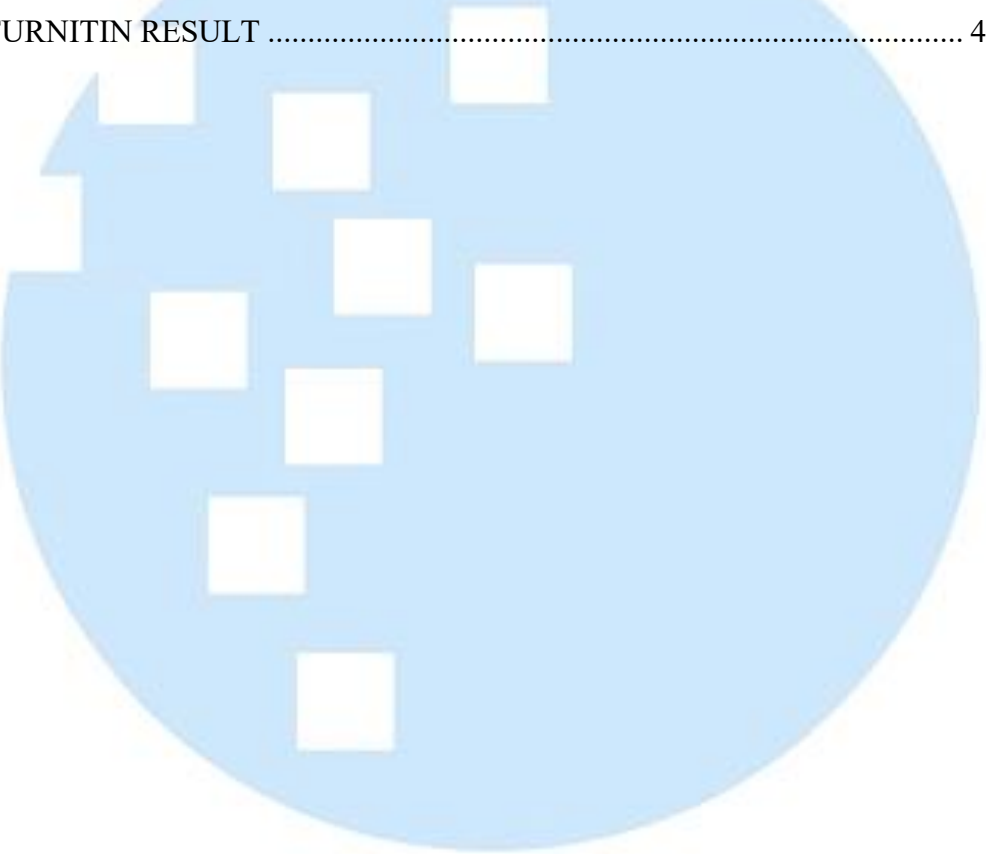
Figure 2.1 Logo	6
Figure 2.2 Resort view room	10
Figure 2.3 Ocean view room	10
Figure 2.4 Resort view suite	10
Figure 2.5 Ocean view suite	11
Figure 2.6 Two Bedroom Resort View Suite	11
Figure 2.7 Two Bedroom Ocean View Suite	11
Figure 2.8 Resort View Room.....	12
Figure 2.9 Garden View Room.....	12
Figure 2.10 Jimbaran Bay View Room	12
Figure 2.11 Pool Access Room	13
Figure 2.12 Pool Access Suite.....	13
Figure 2.13 Resort View Suite	13
Figure 2.14 Jimbaran Bay View Suite.....	14
Figure 2.15 One bedroom ocean view villa.....	15
Figure 2.16 One bedroom ocean front villa.....	15
Figure 2.17 Two bedroom ocean view villa	15
Figure 2.18 Two bedroom ocean front villa	20
Figure 2.19 Presidential suite the Ayana villa.....	20
Figure 2.20 One bedroom suite resort view suite.....	20
Figure 2.21 Two bedroom ocean view room.....	21
Figure 2.22 Unique Rooftop Bar & Restaurant.....	22
Figure 2.23 To'Ge Restaurant	22
Figure 2.24 Forest Bar	22
Figure 2.25 RIMBA Pool Bar.....	23
Figure 2.26 Kampoen Bali.....	23
Figure 2.27 Rock Bar	23
Figure 2.28 KISIK Seafood & Grill	24
Figure 2.29 Padi Restaurant.....	24
Figure 2.30 Damar Terrace Restaurant.....	24
Figure 2.31 Sami Sami Restaurant	25
Figure 2.32 AYANA Ballroom	26
Figure 2.33 Batur Meeting Room.....	26
Figure 2.34 RIMBA Ballroom.....	26
Figure 2.35 Champa Garden.....	27
Figure 2.36 SKY.....	27
Figure 2.37 KISIK Pier.....	27
Figure 2.38 Asmara Gazebo	28

Figure 2.39 Kubu Beach.....	28
Figure 2.40 Tresna Chapel	28
Figure 2.41 Astina Pavilion.....	29
Figure 2.42 Bale Kencana	29
Figure 2.43 Kubu Beach.....	30
Figure 2.44 Ocean Beach Pool	30
Figure 2.45 River Pool.....	30
Figure 2.46 Thalassotherapy Pool	31
Figure 2.47 AYANA Main Pool	31
Figure 2.48 RIMBA Main Pool.....	31
Figure 2.49 Forest Pool	32
Figure 2.50 Spa on the Rock	33
Figure 2.51 AYANA Spa	33
Figure 2.52 AYANA Ocean Adventures.....	33
Figure 2.53 AYANA & RIMBA GYM.....	34
Figure 2.54 SAKA Museum.....	34
Figure 2.55 Cabana Work Suite	34
Figure 2.56 RIMBA Jungle Adventure	35
Figure 2.57 Organization Chart.....	35

UMN

LIST OF APPENDIX

A. MBKM-01 Cover Letter MBKM Internship Track 1.....	34
B. MBKM-02 MBKM Internship Track 1 Card.....	35
C. MBKM-03 Daily Task – Internship Track 1	36
D. REPORT VERIFICATION	39
E. TURNITIN RESULT	40



UMN