

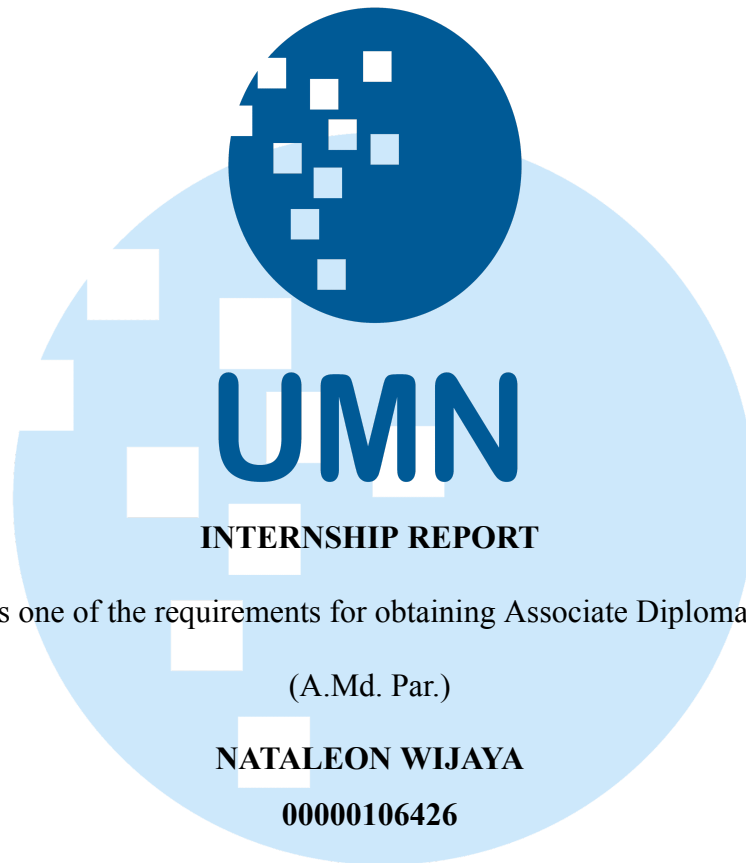
**INTERNSHIP PROGRAM IN FOOD AND BEVERAGE SERVICE
DEPARTMENT AT MOVENPICK RESORT AND SPA JIMBARAN BALI**



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

2026

**INTERNSHIP PROGRAM IN FOOD AND BEVERAGE SERVICE
DEPARTMENT AT MOVENPICK RESORT AND SPA JIMBARAN BALI**



Submitted as one of the requirements for obtaining Associate Diploma in Tourism

(A.Md. Par.)

NATALEON WIJAYA

00000106426

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

2026

NON PLAGIARISM DECLARATION FORM

Hereby, I :

Name : Nataleon Wijaya

Student ID : 00000106426

Program : Hotel Operations

Internship report with title of:

Internship Program in Food & Beverage Service Department at Movenpick Resort & Spa Jimbaran 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.

Tangerang, 5 January 2026



(Nataleon Wijaya)

CONSENT PAGE

Internship report with title of
INTERNSHIP PROGRAM IN FOOD & BEVERAGE SERVICE
DEPARTMENT AT MOVENPICK RESORT & SPA JIMBARAN BALI

By:

Name : Nataleon Wijaya

Student ID : 00000106426

Program : Hotel Operations

Faculty : Business

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

Tangerang, 6 January 2026

Advisor,



Adestya Ayu Armielia, S.ST, M.Si.Par

(NIDN. 0323128505)

Head of Hotel Operations Program



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

(NIDN. 0428108007)

ENDORSEMENT PAGE

Internship Report with the title of:

**INTERNSHIP PROGRAM IN FOOD & BEVERAGE SERVICE
DEPARTMENT AT MOVENPICK RESORT & SPA JIMBARAN BALI**

By

Full Name : Nataleon Wijaya
Student ID : 00000106426
Study Program : Hotel Operations
Faculty : Business

Has been examined on 6 January 2025 from ... to ...

And was stated PASSED

With the order of examiners as follows:

Advisor



Adestya Ayu Armielia, S.ST.M.Si.Par.

NIDN. 0323128505

Examiner



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

NIDN. 0428108007

Acknowledged by,
Head of Hotel Operations Program



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

NIDN. 0428108007

APPROVAL OF PUBLICATION

I hereby,

Full Name : Nataleon Wijaya

Student ID : 00000106426

Study Program : Hotel Operation

Faculty : Business

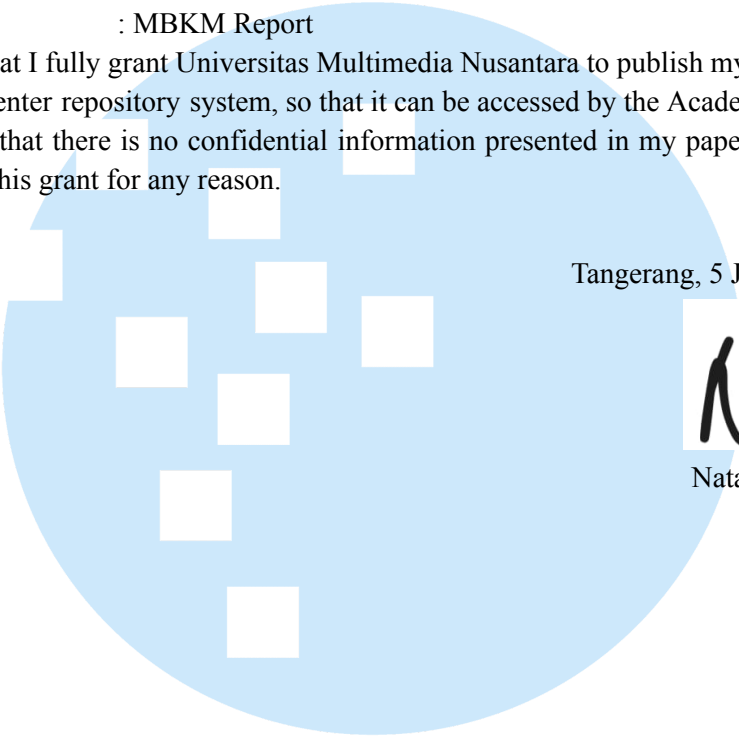
Type of Work : MBKM Report

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.

Tangerang, 5 January 2026



Nataleon Wijaya



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 & Beverage Department in Movenpick Resort & Spa Jimbaran 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 Universitas Multimedia Nusantara.
3. Mr. Oqke Prawira, SST.Par, M.Si.Par as the Head of the Study Program at Universitas Multimedia Nusantara.
4. Ms. Adestya Ayu Armielia, S.ST, M.Si.Par as the Advisor who has devoted a lot of time to provide guidance, direction, and motivation for the completion of this overall Internship report.
5. To Mr. Oqke Prawira, SST.Par, M.Si.Par, Ms. Adestya Ayu Armielia, S.ST, M.Si.Par, Mr. Rudolf Liska Bikardi SST.Par M Strat Mgmt Mark, and Ms. Tri Ananti Listiana. SSI., MM that have guide the writer until finish the internship program.
6. To my supervisors at Anarasa Restaurant, Agus Dwika
7. To all the staff at Anarasa Restaurant that has taught me and guide me during internship
8. My parents, friends, and family 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, 5 January 2026



(Nataleon Wijaya)

**PROGRAM MAGANG DI DEPARTEMEN PELAYANAN MAKANAN
DAN MINUMAN MOVENPICK RESORT & SPA JIMBARAN BALI**

Nataleon Wijaya

ABSTRAK

Program magang merupakan komponen penting dalam pendidikan vokasi karena menjadi jembatan antara pembelajaran di kelas dan tuntutan kerja nyata di industri perhotelan. Melalui magang, mahasiswa tidak hanya menerapkan pengetahuan dan keterampilan teknis, tetapi juga membangun etos kerja, disiplin, serta pemahaman terhadap standar operasional dan budaya layanan hotel. Laporan ini merangkum pelaksanaan magang selama enam bulan, yaitu Juli 2025 hingga Januari 2026, di Food and Beverage (F&B) Service Department, Mövenpick Resort & Spa Jimbaran Bali. Tujuan magang adalah memperoleh pengalaman kerja langsung, meningkatkan kemampuan bekerja secara efektif dalam tim maupun individu, membangun relasi profesional baru, serta melatih kemampuan bekerja di bawah tekanan, terutama saat periode operasional sibuk dan permintaan tamu tinggi. Selama kegiatan magang, hambatan utama yang ditemui adalah kerusakan alat kerja yang berdampak pada kelancaran pelayanan, serta perbedaan cara kerja dari masing-masing senior yang menuntut adaptasi cepat dan konsistensi dalam mengikuti instruksi. Berdasarkan temuan tersebut, rekomendasi untuk pihak hotel adalah meningkatkan pemeliharaan dan perbaikan alat secara terjadwal agar operasional lebih efisien dan risiko gangguan layanan berkurang. Sementara itu, rekomendasi untuk kampus adalah memperkuat materi teori, khususnya teori-teori bar dalam mata kuliah F&B Service, sehingga mahasiswa memiliki pemahaman konsep yang lebih kuat sebelum praktik di industri.

Kata kunci: magang, pendidikan vokasi, perhotelan, layanan makanan dan minuman, bar service, adaptasi kerja, tekanan kerja

UMN

**INTERNSHIP PROGRAM IN FOOD & BEVERAGE SERVICE DIVISION
AT MOVENPICK RESORT & SPA JIMBARAN BALI**

Nataleon Wijaya

ABSTRACT

Internship programs are essential in vocational education because they bridge classroom learning with real workplace demands in the hospitality industry. Through internships, students not only apply technical knowledge and skills, but also develop professionalism, discipline, and a clearer understanding of hotel service standards and operational culture. This report summarizes a six-month internship conducted from July 2025 to January 2026 in the Food and Beverage (F&B) Service Department at Mövenpick Resort & Spa Jimbaran Bali. The internship aimed to gain practical experience, improve the ability to work effectively both independently and as part of a team, establish new professional relationships, and strengthen the capacity to perform under pressure—particularly during peak operations and high guest demand. During the internship period, the main challenges identified were equipment malfunctions that disrupted service flow, as well as differences in work methods among senior staff, which required rapid adaptation, consistent communication, and flexibility in following instructions. Based on these findings, the report recommends that the hotel improve scheduled maintenance and timely repair of equipment to ensure smoother daily operations and reduce service interruptions. In addition, the university is encouraged to enrich theoretical learning, especially bar-related theories within F&B Service courses, so that students enter the industry with stronger conceptual foundations to support effective practice and decision-making.

Keywords: internship, vocational education, hospitality, food and beverage service, bar service, workplace adaptation, working under pressure

UMN

TABLE OF CONTENT

NON PLAGIARISM DECLARATION FORM.....	ii
CONSENT PAGE.....	iii
ENDORSEMENT PAGE.....	iv
APPROVAL OF PUBLICATION.....	v
PREFACE.....	vi
ABSTRAK.....	vii
ABSTRACT.....	viii
TABLE OF CONTENT.....	ix
LIST OF FIGURE.....	x
LIST OF TABLES.....	xi
LIST OF APPENDIX.....	xii
CHAPTER I.....	1
1.1 Background.....	2
1.2 Purpose.....	3
1.3 Period and Procedures.....	5
CHAPTER II.....	7
2.1 Hotels Profile.....	7
2.1.1 History.....	7
2.1.2 Facilities.....	10
2.2 Organizational Structure.....	19
CHAPTER III.....	21
3.1 Placement and Coordination.....	21
3.2 Job Description.....	22
3.3 Problem and Solution.....	23
CHAPTER IV.....	25
4.1 Conclusion.....	25
4.2 Recommendation.....	25
REFERENCES.....	27
APPENDIX.....	28

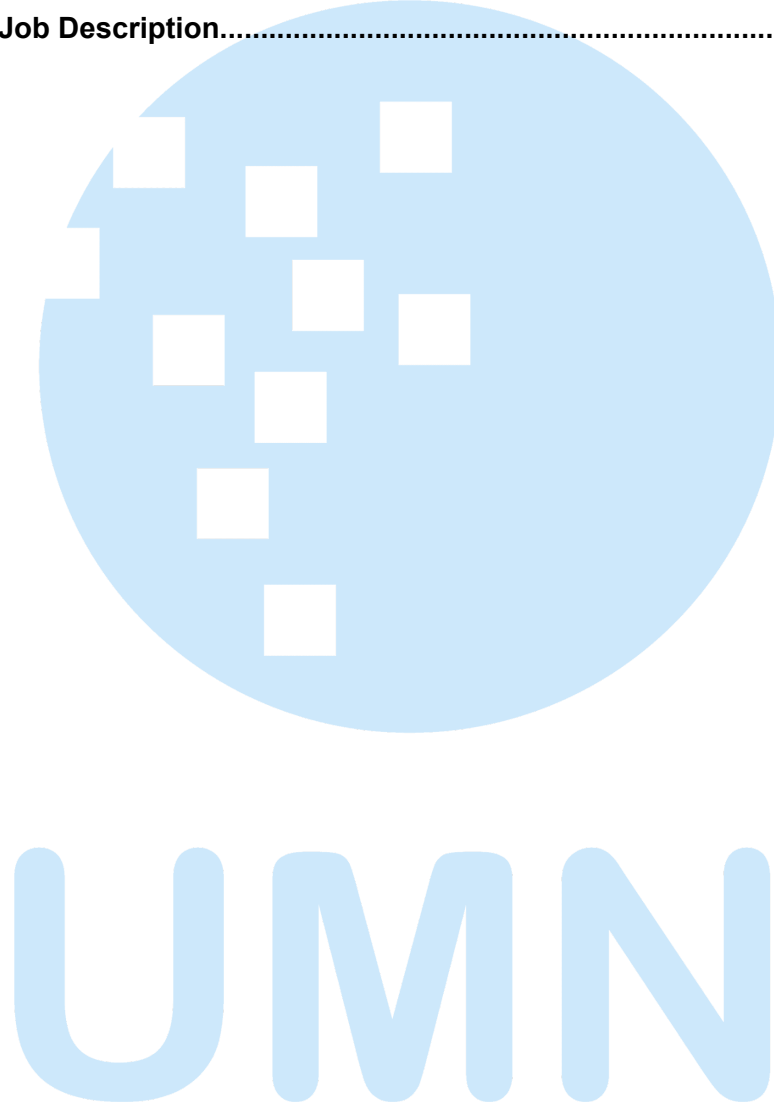
LIST OF FIGURE

Figure 2.1 Mövenpick Hotel Jakarta City Centre.....	7
Figure 2.2 Mövenpick Resort & Spa Jimbaran Bali.....	8
Figure 2.3 Classic King Pool View Room.....	9
Figure 2.4 Classic Twin Pool View Room.....	9
Figure 2.5 Junior Suite.....	9
Figure 2.6 Family Duplex Garden View Room.....	10
Figure 2.7 Premium Suite.....	10
Figure 2.8 Jimbaran Pool Suite.....	10
Figure 2.9 Premium Suite.....	11
Figure 2.9 Premium Suite.....	11
Figure 2.10 Family Prestige Room (2 Connecting Rooms).....	11
Figure 2.11 Classic King Room.....	12
Figure 2.12 Classic Twin Room.....	12
Figure 2.13 Anarasa Restaurant.....	12
Figure 2.14 Katha Lobby Lounge & Library.....	13
Figure 2.15 Movenpick Cafe.....	13
Figure 2.16 Jejala Pool Bar.....	13
Figure 2.17 Gym.....	14
Figure 2.18 Arkipela Spa.....	14
Figure 2.19 Akasa Ballroom.....	15
Figure 2.20 Baga Rooms.....	15
Figure 2.21 The Boardroom.....	16
Figure 2.26 Organization Chart.....	19
E. New Menu R&D For New Year Eve.....	31
F. Leaking Coffee Machine Disposal.....	32
G. Milk Preparation For Breakfast Buffet.....	10

UMN

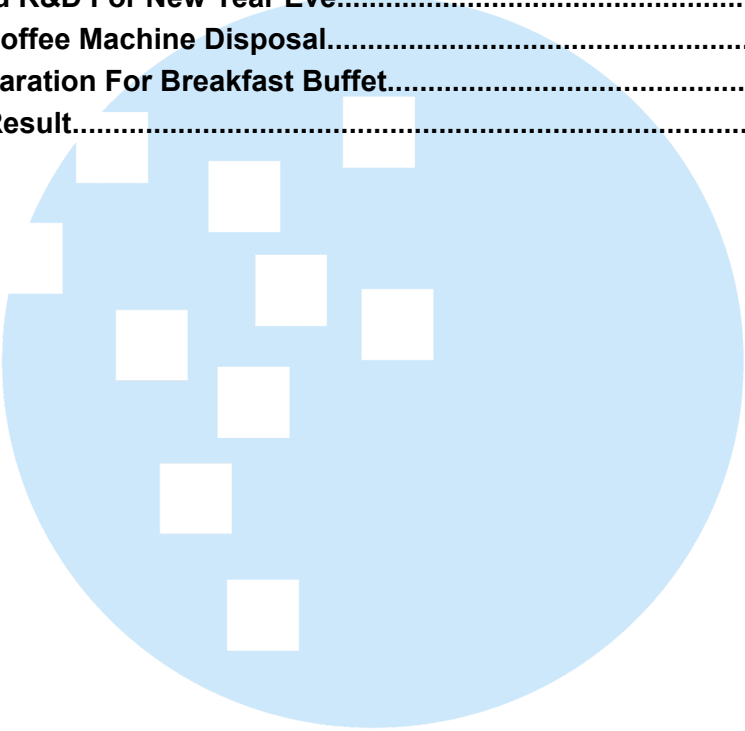
LIST OF TABLES

Table 2.1 Room Types.....	10
Table 2.2 Restaurant.....	13
Table 2.3 Fitness and Wellness.....	15
Table 2.4 Meeting and Events.....	16
Table 2.5 All Outlet Bar Facilities.....	17
Table 3.1 Job Description.....	22



LIST OF APPENDIX

A. Anarasa Restaurant Closing.....	28
B.Katha Lounge Closing.....	29
C. Jejala Pool Bar Closing.....	30
D. Movenpick Cafe Closing.....	31
E. New Menu R&D For New Year Eve.....	32
F. Leaking Coffee Machine Disposal.....	33
G. Milk Preparation For Breakfast Buffet.....	34
H. Turnitin Result.....	35



UMN