

**INTERNSHIP PROGRAM IN HOUSEKEEPING
DEPARTEMENT AT ATRIA HOTEL GADING SERPONG**



UMN
UNIVERSITAS
MULTIMEDIA
NUSANTARA

INTERNSHIP REPORT

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

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DEPARTEMENT AT ATRIA HOTEL GADING SERPONG**



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INTERNSHIP REPORT

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

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**HOTEL OPERATIONS PROGRAM
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2026

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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 Housekeeping Department at Atria Hotel 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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5. My family has provided material and moral support, so that I can complete this internship report.
6. Hopefully this report contributes as a source of information and inspiration for others.
7. Dear to my Abi Ilham, Bang Leon Fahmi, Bang Nakula, Marpuah my third leaders and mentor in public area, Kak wanda, Bang Rob, Bang Toip , Mia & Jena to the best my support team, bang mail my second favorite mentor and kakuwes the best enemies support team and my family BJG PUBGM!

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

Tangerang, 09 December 2025



(Sarah Soraya)

INTERNSHIP PROGRAM IN HOUSEKEEPING AT ATRIA HOTEL GADING SERPONG

Sarah Soraya

ABSTRAK

Laporan ini bertujuan untuk menganalisis secara mendalam berbagai tantangan operasional dalam departemen housekeeping, khususnya dalam menjaga efisiensi turn-around time dan pembersihan kamar dan konsistensi kualitas pelayanan saat menghadapi fluktuasi tingkat hunian pada kondisi peak occupancy. Selama periode magang, penulis terlibat aktif dalam eksekusi alur kerja operasional dengan fokus sentral pada urgensi inter-departmental communication, terutama koordinasi intensif antara unit housekeeping, front office, dan engineering untuk memastikan setiap kamar (room readiness) serta pemeliharaan fasilitas secara preventif. Pengalaman lapangan ini memberikan pemahaman komprehensif mengenai urgensi presisi operasional, kedisiplinan tingkat tinggi, sinergi tim, serta profesionalisme dalam menjaga standar Guest Satisfaction Index melalui ketelitian pada setiap detail area kerja. Secara holistik, kegiatan magang ini memberikan wawasan mendalam mengenai implementasi Standard Operating Procedures (SOP) serta manajemen logistik dalam departemen housekeeping. Selain mengasah kompetensi teknis seperti penggunaan cleaning chemicals yang tepat dan teknik room making, penulis juga mengembangkan soft skills yang krusial bagi industri hospitalitas modern. Laporan ini disusun sebagai dokumentasi teknis yang menggarisbawahi peran strategis housekeeping dalam optimalisasi standar pelayanan hotel yang berkelanjutan. Melalui analisis ini, diharapkan dapat memberikan gambaran nyata mengenai kontribusi vital departemen dalam menciptakan efektivitas operasional, meminimalisir keluhan tamu (guest complaints), serta peran krusialnya dalam membangun pengalaman menginap yang berkualitas tinggi (high-quality guest experience) di tengah persaingan industri perhotelan yang kompetitif.

Kata kunci: Housekeeping Department, Atria Hotel Gading Serpong, Program magang, efisiensi operasional, kualitas pelayanan

INTERNSHIP PROGRAM IN HOUSEKEEPING AT ATRIA HOTEL GADING SERPONG

Sarah Soraya

ABSTRACT

This report analyzes the operational challenges within the housekeeping department, specifically focusing on maintaining efficient room turn-around time and service quality consistency during peak occupancy periods. Throughout the internship, the author was actively involved in operational workflows, emphasizing the critical role of inter-departmental communication—particularly the synchronization between housekeeping, front office, and engineering—to ensure seamless room readiness and preventive maintenance. This field experience provided a profound understanding of the urgency of operational precision, high-level discipline, team synergy, and professionalism required to uphold the Guest Satisfaction Index through meticulous attention to detail in all service areas. Holistically, this internship offered comprehensive insights into the implementation of Standard Operating Procedures (SOPs) and logistics management within the housekeeping department. Beyond honing technical competencies, such as the correct application of cleaning chemicals and standardized room-making techniques, the author developed essential soft skills vital for the modern hospitality industry. This report serves as a technical documentation highlighting the strategic role of housekeeping in optimizing sustainable hotel service standards. The analysis aims to provide a clear depiction of the department's vital contribution to operational effectiveness, the minimization of guest complaints, and its crucial role in delivering a high-quality guest experience within a competitive hospitality market.

Keywords: Housekeeping Department, Atria Hotel GadingSerpong, Internship program, operational efficiency, service quality

TABLE OF CONTENT

TITLE	ii
NON - PLAGIARISM DECLARATION FORM	iii
CONSENT PAGE	iv
PREFACE.....	v
ABSTRAK	vi
ABSTRACT.....	vii
TABLE OF CONTENT.....	viii
LIST OF FIGURES	ix
CHAPTER I INTRODUCTION	1
1.1 Background.....	1
1.2 Purpose.....	3
1.3 Process and Procedure	4
CHAPTER II GENERAL DESCRIPTION	7
2.1 Hotel History.....	7
2.2 Facilities	8
2.3 Organizational Structure	13
CHAPTER III	14
3.1 Placement and Coordination.....	14
3.2 Job Description	15
3.3 Problem and Solution.....	16
CHAPTER IV	17
4.1 Conclusion	17
4.2 Recommendation	18
4.3 Recommendation for Future Internship	18
APPENDIX	
REFERENCES	

LIST OF FIGURES

Figure 2.1 Atria Hotel GadingSerpong Logo.....	7
Figure 2.2 Suite Room	9
Figure 2.3 Deluxe Room (King / Twin).....	9
Figure 2.4 Premier Room (Twin / King / Corner)	9
Figure 2.5 Premier Corner	10
Figure 2.6 Junior Suite	10
Figure 2.7 Suite	10
Figure 2.8 Family Suite.....	11
Figure 2.9 Royal Suite	11
Figure 2.10 Bateeq Lounge.....	12
Figure 2.11 Organization Structure.....	13