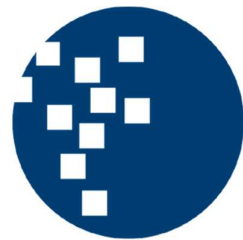


INTERNSHIP PROGRAM IN FOOD PRODUCTION

DEPARTMENT AT W HOTEL HONGKONG



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INTERNSHIP REPORT

GREGORIUS RAFAEL HENDEKI

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HOTEL OPERATIONS STUDY PROGRAM

FACULTY OF BUSINESS

UNIVERSITAS MULTIMEDIA NUSANTARA

TANGERANG

2026

INTERNSHIP PROGRAM IN FOOD PRODUCTION

DEPARTMENT AT W HOTEL HONG KONG



INTERNSHIP REPORT

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

(A.Md. Par.)

GREGORIUS RAFAEL HENDEKI

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HOTEL OPERATIONS STUDY PROGRAM

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Faculty : Business

Has been approved to be submitted to Internship Examination Session of
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Tangerang, 20 January 2026

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INTERNSHIP PROGRAM IN FOOD PRODUCTION DEPARTMENT AT W
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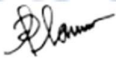
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PREFACE

Gratitude for the blessings and grace to God Almighty, for the completion of this internship report with the title: “Internship Program in Food Production Department at Hotel W Hotel Hongkong” 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 The writer gratitude to:

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5. To the supervisors at W KITCHEN
6. To all the staff at W KITCHEN that has taught me and guide me during internship
7. The writer parents, friends, and family who have provided material and moral support, enabling the writer to complete this Internship report.

Hopefully this internship report contributes as a source of information and inspiration for others.

Tangerang, 21 January 2026



Gregorius Rafael Hendeki

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PROGRAM MAGANG DI DEPARTEMEN PRODUKSI MAKANAN DI HOTEL W HONGKONG

Gregorius Rafael Hendeki

ABSTRAK

Program internship ini berlangsung selama enam bulan di W Hotel Hong Kong pada divisi Produksi Makanan. Kegiatan ini bertujuan untuk membekali peserta dengan pengalaman kerja nyata di dapur profesional serta mengembangkan kemampuan teknis maupun non-teknis yang dibutuhkan dalam industri perhotelan. Selama pelaksanaan magang, penulis menjalani penempatan utama di Breakfast Section dan Chinese Section, serta mendapatkan kesempatan untuk mengikuti sistem rotasi di berbagai section dapur lainnya. Dalam proses tersebut, penulis berpartisipasi langsung dalam kegiatan persiapan, pengolahan, hingga penyajian makanan yang menerapkan standar operasional hotel bertaraf internasional. Melalui pengalaman ini, penulis memperoleh pemahaman yang lebih komprehensif mengenai alur operasional dapur, pengelolaan waktu kerja, kerja sama tim, serta penerapan disiplin dan tanggung jawab profesional. Selain itu, program internship ini turut mendukung pengembangan sikap profesional, kemampuan adaptasi, dan kesiapan penulis dalam menghadapi tuntutan dunia kerja di bidang perhotelan. Secara keseluruhan, internship ini memberikan dampak positif dalam meningkatkan kompetensi dan wawasan penulis sebagai calon tenaga profesional di bidang kuliner.

Kata Kunci: Program Magang, Divisi produksi makanan, Hotel W, Hongkong

INTERNSHIP PROGRAM IN FOOD PRODUCTION

DEPARTMENT AT W HOTEL HONGKONG

Gregorius Rafael Hendeki

ABSTRACT

This six-month internship program at the W Hotel Hong Kong in the Food Production division aims to provide participant with real-world work experience in a professional kitchen and develop the technical and non-technical skills needed in the hospitality industry. During the internship, the writer was primarily placed in the Breakfast Section and the Chinese Section, and also had the opportunity to participate in a rotation system in various other kitchen sections. During this process, the writer participated directly in the preparation, processing, and serving of food, adhering to international hotel operational standards. Through this experience, the writer gained a more comprehensive understanding of kitchen operations, work time management, teamwork, and the application of professional discipline and responsibility. Furthermore, the internship program supported the development of a professional attitude, adaptability, and preparedness to face the demands of the hospitality industry. Overall, this internship had a positive impact on enhancing the writer's competence and insight as a prospective culinary professional.

Keywords: Internship Program, Food Production Division, W Hotel, Hong Kong



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