

**INTERNSHIP PROGRAM IN PASTRY AND BAKERY
PRODUCTION DEPARTMENT AT HOTEL FOUR
POINTS BY SHERATON BEKASI**



INTERNSHIP REPORT

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

2026

**INTERNSHIP PROGRAM IN PASTRY AND
BAKERY PRODUCTION DEPARTMENT AT
HOTEL FOUR POINTS BY SHERATON BEKASI**



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
FACULTY OF BUSINESS
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TANGERANG
2026**

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PRODUCTION DEPARTMENT AT HOTEL FOUR POINTS
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PREFACE

Embarking on an internship is not only a requirement for academic completion but also a pivotal experience that bridges the gap between theoretical learning and real-world application. During my time at Four Points Bekasi, I was given the opportunity to grow, learn, and develop professionally within a dynamic and high-standard hospitality environment. This report, titled “Internship Program in the Pastry and Bakery Production Department at Four Points Bekasi,” is prepared to fulfill one of the academic requirements for the Diploma Degree in Hotel Operations Program at the Faculty of Business, Universitas Multimedia Nusantara.

The journey of completing this report has been filled with valuable lessons and meaningful moments. It would not have been possible without the support, encouragement, and guidance of many individuals to whom I am sincerely grateful.

I would like to express my deepest gratitude to:

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4. All the staff at Four Points Bekasi, for their warm welcome, mentorship, and support during my internship period, which has significantly shaped my understanding of the hospitality industry.
5. My parents, family, and friends, who have continuously supported me both morally and materially, allowing me to reach this important milestone.

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

Tangerang, 6 January 2026



(James Arpiar Lorence)

INTERNSHIP PROGRAM IN PASTRY AND BAKERY PRODUCTION DIVISION AT FOUR POINTS BEKASI

James Arpiar Lorence

ABSTRAK

Program magang merupakan bagian penting dalam pendidikan perhotelan karena memberikan kesempatan kepada mahasiswa untuk memperoleh pengalaman langsung di lingkungan kerja hotel yang sesungguhnya. Kegiatan magang ini dilaksanakan di Departemen Produksi Pastry dan Bakery Hotel Four Points by Sheraton Bekasi dengan tujuan untuk mengembangkan keterampilan teknis, meningkatkan disiplin kerja, serta memahami sistem operasional dapur profesional di bawah jaringan hotel internasional. Selama periode magang, peserta terlibat dalam berbagai aktivitas operasional harian, seperti persiapan bahan baku, produksi pastry dan bakery, proses plating, persiapan area pelayanan, penanganan permintaan potongan kue untuk acara khusus, serta menjaga kebersihan dan standar higiene di area kerja. Kegiatan magang ini juga menuntut partisipasi aktif pada jam-jam sibuk dan saat penyelenggaraan acara hotel, sehingga membantu meningkatkan kemampuan manajemen waktu, kerja sama tim, dan adaptasi kerja. Selama pelaksanaan magang, terdapat beberapa kendala yang dihadapi, antara lain keterbatasan ruang kerja pada area pastry saat jam operasional padat, di mana beberapa staf dari seksi dapur lain bekerja secara bersamaan. Untuk menjaga kelancaran alur kerja, area pelayanan sering dimanfaatkan untuk kegiatan plating, persiapan kondimen, serta penanganan permintaan khusus. Kendala lainnya adalah penggunaan bahan baku pastry oleh seksi dapur lain yang tidak merata, sehingga memengaruhi ketersediaan stok dan menambah tekanan pada tim pastry saat proses produksi. Berdasarkan pengalaman tersebut, disusun beberapa rekomendasi untuk meningkatkan efisiensi operasional, termasuk pengelolaan ruang kerja yang lebih baik serta penerapan sistem transfer memo guna mencatat penggunaan bahan antar departemen secara lebih akurat. Secara keseluruhan, kegiatan magang ini memberikan pemahaman yang komprehensif mengenai operasional pastry dan bakery di hotel, meningkatkan keterampilan teknis dan interpersonal, serta mempersiapkan mahasiswa untuk memasuki dunia kerja di industri perhotelan. Laporan ini diharapkan dapat menjadi referensi bagi mahasiswa yang akan melaksanakan program magang di bidang pastry dan bakery pada lingkungan hotel.

Kata kunci: *Pastry and Bakery Production Department, Four Points Bekasi, Program Magang.*

INTERNSHIP PROGRAM IN PASTRY AND BAKERY PRODUCTION DIVISION AT FOUR POINTS BEKASI

James Arpiar Lorence

ABSTRACT

The internship program is an important part of hospitality education as it allows students to gain direct experience in a real hotel working environment. This internship was carried out in the Pastry and Bakery Production Department at Four Points by Sheraton Bekasi with the aim of developing technical skills, improving work discipline, and understanding professional kitchen operations under an international hotel brand. During the internship period, the intern was involved in daily operational activities such as ingredient preparation, pastry and bakery production, plating, service setup, handling special occasion cake slice requests, and maintaining cleanliness and hygiene standards in the work area. The internship also required active participation during busy shifts and hotel events, which helped build time management skills, teamwork, and adaptability. Several challenges were encountered throughout the internship, including limited working space in the pastry area during peak hours, where multiple staff from different sections worked simultaneously. To maintain workflow efficiency, the serving area was often utilized for plating, condiment preparation, and handling special requests. Another issue identified was the uneven usage of pastry ingredients by other kitchen sections, which affected stock availability and increased pressure on the pastry team during production. Based on these experiences, recommendations were proposed to improve operational efficiency, including better workspace organization and the implementation of a transfer memo system to record inter-departmental ingredient usage more accurately. Overall, this internship provided valuable insight into professional pastry and bakery operations, enhanced both technical and interpersonal skills, and improved readiness to enter the hospitality industry. This report is expected to serve as a reference for students who plan to undertake internships in the pastry and bakery field within hotel environments.

Keywords: Pastry and Bakery Production Department, Four Points Bekasi, Internship Program.

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