

CHAPTER IV

CONCLUSION AND RECOMMENDATION

4.1 Conclusion

The internship is one way to develop skills, knowledge, and attitudes. In addition, it can help students to better understand their interests and enable them to determine their future careers. Creating a good impression during the internship also helps students have a greater chance of being accepted at the desired place, if the requirements are met. Choosing the right place to undergo the internship process is also a challenge because each hotel has different requirements and brand images. It is important to understand that everyone has different experiences, even though they are in the same hotel or department.

The important thing that we need to learn is to have a good attitude, knowledge, and communication skills. Attitude is important in the hospitality industry because attitude is closely tied to ethics in a hotel. When people have the right attitude, they are more motivated and adaptable, which makes them more open to learning new things. With the right attitude and enough effort, most new skills can be learned quickly. Attitude can also affect overall performance. When people have the wrong attitude and join a company, they can clash with the company culture, disrupt teamwork, and it will affect overall performance. Not only that, the right attitude can overcome obstacles, as people who work in the hospitality industry, we will always face challenges, pressures, and other problems.

Having the right skills is important in this situation to help us overcome challenges and achieve success. Knowledge and communication skills are also very much needed in the hospitality industry, based on the writer's experience. many people have good knowledge, but they cannot explain it to others. In the hospitality industry, we sell services, something that people cannot see but can feel. Good communication skills are also very important, especially English, because almost all guests in all hotels are foreigners. So, English skills are the basic language that

everyone needs. The basic knowledge that people need when doing an industrial placement is hotel knowledge, such as facilities, hotel chains, and operational matters. From the data above, the author can conclude that several important things need to be developed by a student after doing an industrial placement program. Students need to improve their attitude because this is the most important than skills. After all, skills can help when in urgent situations, also communication skills and knowledge, because knowledge can help people to understand, know, and take action, and communication skills will support these things. Westin Jakarta offers many benefits and knowledge, although as a trainee, there are some differences regarding responsibilities and job descriptions.

4.2 Recommendation

a) Recommendation for The Westin Hotel Jakarta

The Westin Jakarta offers a lot of knowledge, experience, and skills by trusting interns to do some important work together with other staff. However, due to the limited number of staff in some departments, some interns and staff have to extend their working hours. With this, the author hopes that The Westin Jakarta can add more staff for departments that need it.

b) Recommendation for Hotel Operation Program of Universitas Multimedia Nusantara

Industrial Placement is a very useful program for students who want to improve their knowledge, attitudes and skills. Recommendations for the Hotel Operations Program at Multimedia Nusantara University have provided enough information and opportunities for students who want to gain more experience. Based on the experience gained by the author during the internship program, The Westin Jakarta provided a lot of valuable knowledge, skills, and teamwork. The author hopes that students of the Hotel Operations Program at Multimedia Nusantara University can take the opportunity to intern at The Westin Jakarta. During the industrial placement

program, the author had difficulty managing time to balance work, sleep, and writing reports. The author hopes that Multimedia Nusantara University can understand this situation. The author also hopes that the Hotel Operations program can have a better schedule for all students so that all students can undergo industrial placement well and one more recommendation for Hotel Operations is to add classes for communication skills, especially in English.

APPENDIX

A. MBKM-01 Cover Letter MBKM Internship Track 1

MBKM-01 Cover Letter MBKM Internship Track 1

Tangerang, July 29th 2025



No : 77/UMN/HTL/Internship Track 1/VII/2025
Subject : **Student's Application for MBKM Internship Track 1**

Dear. Head of Human Resource Department

Universitas Multimedia Nusantara's providing the MBKM Internship Track 1, a work-integrated learning program, for students to hone their skills according to their talents and interests into the real work environments. Students directly doing Internship Track 1, in the company to learn solving problems based on knowledge that gained in campus, to link and match Internship Track 1 program with the curriculum as preparation for their future careers.

We pleased to inform the student with the following details:

Student ID : 00000102657
Student Name : Vania Rizki Amelia
Academic Program : Hotel Operations
Email : vania.rizki@student.umn.ac.id
Mobile Phone : 6281292954411

Company will be received the student as an employee and Internship Track 1 participant, he/she express their willingness to follow 640 working hours or 100 working days prior to work rules 8 hours per day. Therefore, UMN's student must obey all regulations stipulated by company from time to time.

Along with respect, we considered our student to get selected in the Internship Track 1 program from your company. We thank you and look forward to hear employment acceptance letter of our student's.

Sincerely,

**Head of Departement Hotel Operations Program
Multimedia Nusantara University**



(Oqke Prawira Triutama, SST.Par., M.Si.Par.)

B. MBKM-02 MBKM Internship Track 1 Card

MBKM-02 MBKM Internship Track I Card



MBKM INTERNSHIP TRACK I CARD

Name : Vania Rizki Amelia	Student ID : 00000102657
Address : Perumahan Anggrek Loka, Jl. Anggrek Kuning Blok B7 No. 5, Paku Jaya (Blok B7 No. 5), KOTA TANGERANG SELATAN, SERPONG UTARA, BANTEN, ID, 15324	Mobile Phone : 6281356933131
MBKM Internship Track I Acceptance Letter No: 77	Letter Date : 29-07-2025
Advisor's Name : Tri Ananti Listiana, SSI, MM	
Company Name : The Westin Jakarta	
Company Address : Jl. H. R. Rasuna Said No.Kav.C-22A, RT.2/RW.5, Karet Kuningan, Kecamatan Setiabudi, Kota Jakarta Selatan, Daerah Khusus Ibukota Jakarta 12940	City : JAKARTA SELATAN Postal Code: 12940
Company Website : https://id.westinjakarta.com/amp	Company Phone : 02127887788
Supervisor's Name : Rangga Dwiputra Supervisor's Phone : 081284840603 Supervisor's Email : ranggadp21@gmail.com	Supervisor's Position : Sous Chef Supervisor's Ext. : 0
Department : Kitchen Department	Position : Trainee
Acceptance Date : 14-07-2025	

This MBKM Internship Track I Card has been completed with my real information and can be accounted for. I am ready to be disqualified if the data given are incorrect.

Tangerang, August 05th 2025
Student's signature

Vania Rizki Amelia



Supervisor's signature &
Company stamp

Rangga Dwiputra



C. MBKM-03 Daily Task – Internship Track 1

Daily Task

STUDENT ID : 00000102657
STUDENT NAME : Vania Rizki Amelia
COMPANY NAME : The Westin Jakarta

No	Date	In	Out	Duties /Responsibilities	Supervisor's Sign
1	15/07/2025	11:00	22:00	Take items from freezer B1 and shop for some ingredients Arrange items in chiller 5l Prepare vegetables B1 (potatoes for potato brava) Breakfast Prepare for executive lounge setup Set up executive lounge Assist with live cooking station (meatball noodles) Become a runner in executive lounge Closing at Seasonal Taste Tidy up and wrap chiller and cool box 5l Ask staff about tomorrow's executive lounge menu	Approved at 12 September 2025 15:42
2	14/07/2025	11:00	22:00	Shop for ingredients needed at B1 before moving on to Seasonal Taste. Help make pasta with 3 sauces. Cut dry chili until it becomes chili flakes for pasta. Help make broccoli sp for dinner in the Executive Lounge. Take a break. Help be a runner in the Executive Lounge. Refill food that runs out during dinner in the Executive Lounge. Closing the table in the Executive Lounge. Learn to write the Executive Lounge menu for the next day.	Approved at 06 September 2025 14:21

Notes:

1. Copied Form must be attached in report when registering for exam

In witness whereof the company,

Rangga Dwiputra
 Sous Chef

Please sign along with the Company's stamp





Daily Task

STUDENT ID : 00000102657
STUDENT NAME : Vania Rizki Amelia
COMPANY NAME : The Westin Jakarta

No	Date	In	Out	Duties /Responsibilities	Supervisor's Sign
42	15/09/2025	11:30	22:00	- Prepare ingredients to be brought (including for ex-lounge reserves) - Help maintain the buffet - Write the ex-lounge menu - Check for empty fresh & dry stocks - Boil macaroni for ex-lounge snacks - Prepare filling for lobster bisque soup - Make filling for tomorrow's ex-lounge afternoon tea - Shop at the dry store - Clean the dry store stock - Check food from the Asian and Western sections that will be brought to the ex-lounge (garnish, display, condiment) - Prepare, Arrange and Maintain the ex-lounge buffet & live station - Maintain the ex-lounge buffet and live station - Change labels for seasonal flavor inventory - Write orders & ex-lounge menu for tomorrow	Approved at 28 September 2025 15:05

Notes:

1. Copied Form must be attached in report when registering for exam

In witness whereof the company,

Rangga Dwiputra
 Sous Chef

Please sign along with the Company's stamp





Daily Task

STUDENT ID : 00000102657
STUDENT NAME : Vania Rizki Amelia
COMPANY NAME : The Westin Jakarta

No	Date	In	Out	Duties /Responsibilities	Supervisor's Sign
109	17/12/2025	11:30	22:30	Prepare ingredients to be brought (including for ex-lounge reserves) - Help maintain the buffet - Write ex-lounge menu - Check for empty fresh & dry stocks - Prepare food for ex-lounge - Prepare food for afternoon tea - Shop in the dry store - Clean dry store stock - Check food from the Asian and Western sections that will be brought to the ex-lounge (garnish, display, condiment) - Prepare, Arrange and Maintain the ex-lounge buffet & live station - Maintain the ex-lounge buffet and live station - Change labels for seasonal flavor inventory - Write orders & ex-lounge menu for tomorrow	Approved at 21 Desember 2025 23:38
110	15/01/2026	11:00	22:30	Shop for ingredients needed at B1 before moving on to Seasonal Taste. Help make pasta with 3 sauces. Cut dry chili until it becomes chili flakes for pasta. Help make broccoli sp for dinner in the Executive Lounge. Take a break. Help be a runner in the Executive Lounge. Refill food that runs out during dinner in the Executive Lounge. Closing the table in the Executive Lounge. Learn to write the Executive Lounge menu for the next day.	Approved at 19 Januari 2026 12:31

Notes:

1. Copied Form must be attached in report when registering for exam

In witness whereof the company,

Rangga Dwiputra
Sous Chef

Please sign along with the Company's stamp



D. MBKM-04 REPORT VERIFICATION

PRO-STEP-04 Verification Form of Internship Report PRO-STEP Career Acceleration Program Track 1



VERIFICATION FORM OF INTERNSHIP REPORT PRO-STEP CAREER ACCELERATION PROGRAM TRACK 1

Student's Career Acceleration Program Track 1 Advisor

Name : Tri Ananti Listiana, S.Si., MBA

I, who signed below

Name : Rangga Dwiputra

Position : Sous Chef

Company : The Westin Jakarta

had received, read and approved the Internship Report from

Student ID : 00000102657

Student Name : Vania Rizki Amelia

Period : January 2026

Report Title : Internship Program in Food Production
Department at The Westin Jakarta Hotel

Tri Ananti Listiana, S.Si., MBA
Student Advisor

Rangga Dwiputra
Supervisor
Sign along with the Company's stamp



Kampus UMN, Scientia Garden | Jl. Boulevard Gading Serpong - Tangerang | P. +62 21 5422 0808 | F. +62 21 5422 0800 | www.umn.ac.id

DOCUMENTATION

