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INTERNSHIP PROGRAM IN FOOD PRODUCTION DEPARTMENT
AT THE WESTIN JAKARTA HOTEL



INTERNSHIP REPORT

VANIA RIZKI AMELIA

00000102657

HOTEL OPERATION ¹PROGRAM

FACULTY OF BUSINESS

UNIVERSITAS MULTIMEDIA NUSANTARA

TANGERANG 2025/2026

INTERNSHIP PROGRAM IN FOOD PRODUCTION DEPARTMENT

AT THE WESTIN JAKARTA HOTEL



INTERNSHIP REPORT

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

(A.Md.Par.)

VANIA RIZKI AMELIA

00000102657

HOTEL OPERATION PROGRAM

FACULTY OF BUSINESS

UNIVERSITAS MULTIMEDIA NUSANTARA

TANGERANG 2025/2026

NON-PLAGIARISM DECLARATION FORM

Hereby, I:

Name : Vania Rizki Amelia

Student ID : 00000102657

Program : Hotel Operations

Internship report with the title of:

Internship Program in Food Production Division at Hotel Indonesia Kempinski Jakarta is my 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, 19 January 2026



(Vania Rizki Amelia)

CONSENT PAGE

Internship report with the title of

**“INTERNSHIP PROGRAM IN FOOD PRODUCTION DEPARTMENT AT THE
WESTIN JAKARTA HOTEL”**

By:

Name : Vania Rizki Amelia
Student ID : 00000102657
Program : Hotel Operations
Faculty : Business

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

Tangerang, 19 January 2026

Advisor,



Tri Ananti Listiana, SSI, MM
(NIDN. 0324127604)

Head of Hotel Operations Program



Oqke Prawira, S.ST, M.Si.Par
(NIDN. 0428108007)

1
VALIDATION PAGE

Internship report with title of

Internship Program in Food Production at The Westin Hotel
Jakarta

By:

Full Name : Vania Rizki Amelia

Student ID : 00000102657

1
Study Program : Hotel Operations

Faculty : Business

Has been tested on Monday, 5 January 2026, from 10.00 to
10.45, and was stated

PASSED

with the order of examiners as follows:

Advisor,



Tri Ananti Listiana, SSI, MM
(NIDN. 0324127604)

Examiner,



1
R. A. Liska Bikardi, S. ST. Par MSMM
(NIK. L01001)

Head of Hotel Operations Program,



Oqke Prawira, S. ST, M.Si.Par
(NIDN. 0428108007)

APPROVAL OF PUBLICATION

I hereby,

Full Name : Vania Rizki Amelia

Student ID : 00000102657

Study Program : Hotel Operations

Faculty : Business

Type of Work : Internship Report

I hereby grant Universitas Multimedia Nusantara the right to publish my work in the Knowledge Center repository system, allowing it to be accessed by academics and the public. I also declare that no confidential information is presented in my paper, and I will not revoke this grant for any reason.

Tangerang, 19 January 2026



(Vania Rizki Amelia)

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 Indonesia Kempinski Jakarta" 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, as the Rector of Universitas Multimedia Nusantara.
2. Dr. Prio Utomo, S.T., MPC, as the Dean of the Faculty of 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. Tri Ananti Listiana, SSI, MM. As the Advisor who has devoted a lot of time to providing guidance, direction, and motivation for the completion of this Internship report.
5. To my supervisors at Seasonal Tastes Restaurant, (Rangga Dwiputra)
6. To all the staff at Seasonal Taste who have taught me and guided me, especially Chef Arzamy and Chef Calvin, during the internship.
7. To Marsella Gunawan, who has encouraged me, never tired, and always been patient with me every day.
8. To Lee Jen0 (NCT), who has accompanied my days and cheered me up when I was feeling down.
9. My parents, friends, and family 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, 19 January 2026



(Vania Rizki Amelia)

INTERNSHIP PROGRAM IN FOOD PRODUCTION DEPARTMENT AT THE WESTIN
JAKARTA HOTEL

Vania Rizki Amelia

ABSTRAK

Magang adalah salah satu metode pembelajaran yang penting dalam pendidikan vokasi, terutama di bidang perhotelan. Laporan ini disusun untuk mencatat dan mengevaluasi kegiatan magang yang dilakukan di bagian Food Production, khususnya di area Western Cuisine, selama periode enam bulan. Tujuan dari kegiatan ini adalah untuk menerapkan teori dan keterampilan yang telah diperoleh selama perkuliahan ke dalam praktik langsung di dunia kerja. Isi laporan mencakup proses penempatan, tanggung jawab kerja sehari-hari, kerja sama antar-departemen, serta berbagai kendala yang dihadapi dan cara mengatasinya. Selain itu, laporan ini juga menyoroti bagaimana standar operasional dapur diterapkan secara konsisten dalam menjaga kualitas makanan dan efisiensi kerja. Pengalaman magang juga memberikan kesempatan untuk memahami budaya kerja profesional, meningkatkan kemampuan komunikasi, serta membangun sikap disiplin dan tanggung jawab. Dari pengalaman ini, dapat disimpulkan bahwa magang memberikan manfaat besar dalam mengasah keterampilan teknis dan non-teknis mahasiswa, serta memperluas wawasan mengenai industri perhotelan secara nyata. Laporan ini juga diharapkan bisa menjadi bahan acuan dan inspirasi bagi mahasiswa yang akan mengikuti program magang di kemudian hari.

Kata Kunci: Magang, Perhotelan, Produksi Makanan, Masakan Barat, Operasi Dapur, Pengalaman Lapangan, Keterampilan Praktis, Pendidikan Kejuruan.

INTERNSHIP PROGRAM IN FOOD PRODUCTION DEPARTMENT AT THE WESTIN
JAKARTA HOTEL

Vania Rizki Amelia

ABSTRACT

1
Internship is one of the important learning methods in vocational education, especially in the hospitality industry. This report is prepared to record and evaluate internship activities carried out in the Food Production section, especially in the Western Cuisine area, for a period of six months. The purpose of this activity is to apply the theories and skills that have been obtained during lectures into direct practice in the workplace. The contents of the report include the placement process, daily work responsibilities, inter-departmental cooperation, as well as various obstacles faced and how to overcome them. In addition, this report also highlights how kitchen operational standards are consistently applied in maintaining food quality and work efficiency. The internship experience also provides an opportunity to understand a professional work culture, improve communication skills, and build discipline and responsibility. From this experience, it can be concluded that internships provide great benefits in honing students' technical and non-technical skills, as well as broadening their insights into the hospitality industry in real terms. This report is also expected to be a reference and inspiration for students who will take part in internship programs in the future.

Keyword: Internship, Hospitality, Food Production, Western Cuisine, Kitchen Operations, Field Experience, Practical Skills, Vocational Education

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CHAPTER I

INTRODUCTION

1.1 Background

The hospitality industry is one of the most important components of the global economy, especially in the tourism sector. The tourism industry encompasses a wide range of services such as accommodation, food and beverage, travel, recreation, and event management, collectively contributing significantly to employment and GDP in many countries. According to the World Travel & Tourism Council (WTTC), the global tourism and hospitality sector contributed approximately 10.3% of global GDP and supported over 330 million jobs in 2019 (WTTC, 2020). This industry not only facilitates economic development but also enhances international cultural exchange, drives regional growth, and supports several local businesses.

In Indonesia, the hospitality industry plays a vital role in economic development, especially through domestic and international tourism. Tourist destinations in Indonesia, such as Bali, Jakarta, Yogyakarta, and Lombok, always attract millions of visitors every year. The tourism industry in Indonesia has grown significantly in recent years. According to data from the Central Statistics Agency, 12.66 million foreign visitors visited Indonesia between January and November 2024, which was the highest number in the previous five years and a 20.17% increase from the year before (Antara News, 2024). This growth affects not just leisure travelers but also the business tourism industry, which is expanding in tandem with the growing demand for international conferences, meetings, and cross-border trade.

As the capital and hub of economic activity, Jakarta contributes significantly to the expansion of the business travel industry. Global industry players participate in the city's frequent national and international business events, including the Trade Expo Indonesia and the Gaikindo Indonesia International Auto Show (GIIAS)

Jakarta's standing as a top location for MICE (Meetings, Incentives, Conferences, and Exhibitions) events is further reinforced by the existence of exhibition venues like the Jakarta International Expo (JIE expo) and the Jakarta International Convention Center (JICC).

The expansion of the hotel industry, particularly the star-rated hotels in Jakarta, is directly fueled by the rise in MICE activities. High demand for fully-equipped lodging was indicated by the Central Statistics Agency of DKI Jakarta Province, which reported that the occupancy rate of four-star hotels peaked in December 2024 at 67.63% (BPS Jakarta, 2025). These days, hotels serve as the primary location for conferences and meetings in addition to being places to stay. The Westin Jakarta, a five-star hotel with state-of-the-art meeting spaces and ballrooms as well as first-rate amenities to support business requirements, is one example.

Additionally, government policies and diplomatic initiatives that promote regional economic cooperation are responsible for the rise in the frequency of business visits. For instance, the President of Indonesia and the Premier of China met in May 2025 to strengthen bilateral cooperation in the areas of trade and investment, which could lead to more business delegations visiting Indonesia (AP News, 2025). Given this context, it's critical to take a closer look at how Jakarta hotels, like The Westin, contribute to the expansion of the MICE industry. For players in the hotel industry, this can offer strategic insights in the face of competitive and dynamic market trends.

Internships in the hospitality industry are more important than ever. Internships benefit students by connecting what they learn in school with real hotel work. Through internships, students learn important skills such as customer service, problem-solving, communication, and teamwork. In Indonesia, schools such as Universitas Multimedia Nusantara and Sekolah Tinggi Pariwisata Trisakti are again partnering with hotels such as Fairmont Jakarta, Holiday Inn, and Swiss-Belhotel to provide students with real-world work experience. (Fairmont Jakarta Careers, 2024). Internships also benefit hotels. They can find potential employees who

already know how hotels work. Students who intern will also learn new things like digital device trends, eco-friendly practices, and contactless services. These are also increasingly important in hotels. A good internship program will help students prepare for the future and help hotels grow stronger.

1.2 Purpose

The purpose of this Internship Program is to gain real-world experience in the workplace. The author is expected to be able to implement the learning that has been obtained during the last 4 semesters in the workplace. Through this internship program, the author seeks to gain valuable insights into the hospitality industry, especially in the culinary department, and to develop a deeper understanding of how theoretical knowledge from the classroom is applied in a real-world hospitality environment. With this Internship Program, the author can:

- a. Fulfilling the academic requirements of the study program
This internship report is prepared as part of the academic requirements of the Hospitality Operations Study Program at Multimedia Nusantara University. The internship program is a mandatory component of the curriculum, which is intended to provide students with hands-on experience in the industry. Successful completion of the internship and this report is essential to meet the graduation criteria set by the university and the Faculty of Tourism and Hospitality.
- b. Assessment of competencies and skills acquired during the internship
Obtain an evaluation of the skills and competencies acquired during the internship. These skills include technical skills that are typically carried out during the internship. In addition, the author also develops non-technical skills such as teamwork, discipline, adaptability, and effective communication.
- c. Becoming a reflection and documentation of professional growth
This report serves as a record of the internship experience and a reflection of the author's professional development. This report also allows for self-assessment in terms of readiness to enter the hospitality workforce and

documents the learning journey during the internship period. Insights gained from the internship experience are expected to guide future career decisions and contribute to long-term success in the hospitality industry.

- d. To serve as an example and inspiration for future hospitality students at Multimedia Nusantara University

The report from the writer made aims to be a reference and source of inspiration for final-year students at Multimedia Nusantara University who will undergo internships in the future. By sharing experiences, challenges, and lessons learned during the internship at The Westin Jakarta, the author hopes to provide real insight into the expectations and realities of working in the hospitality industry, especially in a professional hotel kitchen environment.

- e. To support hotel operations while nurturing enthusiastic students

Hotels benefit from internship programs by receiving assistance from students who are motivated to learn and contribute to daily operations. At the same time, hotels provide them with real-world learning experiences, helping to shape future professionals who may return as trained employees. This reciprocal exchange strengthens the quality of hotel service and its role in hospitality education.

1.3 Period and Procedures

The Internship Program is a mandatory program for all Hospitality Study Program students after entering the fifth semester, which is one of the graduation requirements. The Internship Program lasts for 6 months, starting from July 14, 2024, to January 13, 2025, with a minimum of 800 working hours or 100 working days. This year, the author can choose a major for the internship program, so the author chose the kitchen major. Before participating in the Internship Program, the author must be an active student who has taken a minimum of 75 credits and has a minimum GPA of 2.75. If all requirements are met, the author needs to take part in the Internship briefing provided by the campus. This briefing aims to enable the author to understand the procedures needed before and after participating in the

Internship Program. After the briefing, the author can continue to look for a hotel for the Internship Program. With knowledge of how to make a CV, how to face interviews well, and other courses related to the Internship Program, the author can prepare well for the Internship Program. The following is the process of participating in the Internship Program:

1. The writer must make KM 1 which has information about where the writer wants to have an internship and the department. KM 1 needs to be submitted to the Hotel Operations admin for KM 2 to be made and signed by the Head of Hotel Operations Program, which can take 1-2 working days.
2. After receiving KM 2, the author sent a CV, a recommendation letter, and a cover letter to the internship supervisor and was assisted in sending the data via email. The writer sent an application to the hotel, assisted by a supervisor on April 14, 2025, and received a response from the hotel on the same day with information regarding the interview, which would be held on April 16, 2025, at 9 am and located at the hotel itself.
3. On April 16, 2025, Interviews were conducted 2 times. First, the writer interviewed with the Chef from the food production field. And the second, the writer interviewed with HRD. The first interview with the chef lasted for approximately 20 minutes for the author himself. The questions asked included knowledge about the hotel chosen for the internship, the reasons for choosing that hotel, and why choosing that department, explaining the cooking stages along with the ingredients and methods, what cuisine he was interested in, and what cuisine section he wanted to enter. While the interview with HRD only lasted for 5 minutes, the questions asked by HRD were also almost similar to the interview with the chef, where the difference was only in the questions about the place to live during the internship.
4. On April 24, 2025, the writer received an acceptance letter from the hotel, accompanied by documents that must be completed. The author must also create a bank account, upload a formal photo of size 3x4, a copy of personal ID, family card, BPJS health, and undergo a medical check-up. The medical check-up that must be done is done through urine, blood, thorax, and rectal

swab tests for food handlers. All documents and medical check-up results must be submitted to the hotel before July 1, 2025.

5. After submitting the documents that are needed, the writer just needs to wait for the orientation day on July 11th 2025. The orientation took only 1 days, at 9 AM.
6. During the orientation, the hotel's history, vision and mission were discussed, each director, starting with the general manager, was introduced, and the hotel facilities were explained. Product knowledge, safety and security, cleanliness and hygiene, appearance standards, the code of ethics for trainees, and several other general hotel matters were covered. There was also an icebreaker and a break before proceeding to the fitting session. After the fitting session, each trainee gathered in their respective sections to meet the leader.
7. While doing the internship, the writer also prepares her Internship Program Report with guidance from her advisor for any revisions.
8. On 17th October 2025, the writer had monitoring from Mr. Rudolf Bikardi, SST. Par, MSMM and HR department at 10 AM, The Westin Hotel Jakarta.
9. The writer submits the Internship Report and prepares for presentation.

CHAPTER II

GENERAL DESCRIPTION

2.1 Hotel's Profile

2.1.1 History

The Westin Jakarta is a luxury hotel located at the top of Menara Gama, one of the tallest buildings in Indonesia. Menara Gama, which stands 288 meters tall, previously held the record as the tallest building in Indonesia until 2023. The hotel occupies floors 50 to 69 of the tower and offers 360-degree views of Jakarta. With 255 rooms and suites designed by Hirsch Bedner Associates, the hotel's interior design is inspired by natural shapes and textures that reflect the Indonesian landscape, including traditional motifs such as ikat on its metal elements.



The hotel is a collaborative project between PT Wahana Nusantara and Marriott International. PT Wahana Nusantara is a subsidiary of Gama Corporation, a property company with a large portfolio in Indonesia. After being delayed for almost a decade due to the Asian monetary crisis in 1997, the construction of Gama Tower was resumed in the early 2010s and completed in 2016. The building was designed by Sekawan Design Inc. Architects, while the hotel interior was done by Hirsch Bedner Associates (HBA), known as one of the world's leading hotel interior designers. This achievement is an important

milestone in the property and hospitality industry in Indonesia because it introduced the concept of a luxury vertical hotel in Jakarta.

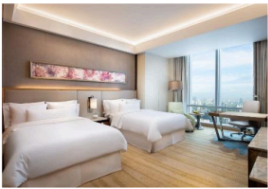
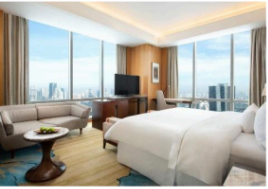
The Westin Jakarta offers a variety of facilities for guest convenience, including three innovative restaurants and bars such as Seasonal Tastes and Henshin, which serves Nikkei (Japanese-Peruvian fusion) cuisine on the hotel's top floor. In addition, the hotel also features Heavenly Spa by Westin™, WestinWORKOUT® fitness center, swimming pool, and luxurious meeting and ballroom spaces. Strategically located in the Kuningan business district, the hotel is an ideal choice for business travelers and tourists looking for a luxurious stay experience in Jakarta. Post-COVID-19, The Westin Jakarta continues to innovate with digital services like contactless check-in, in-room tablet ordering, and enhanced hygiene protocols. In 2023, Executive Chef Daniel Chaney joined, bringing 20+ years of global experience, driving ongoing culinary and service innovation to stay relevant and favored by both local and international guests.

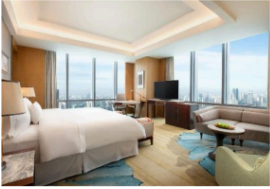

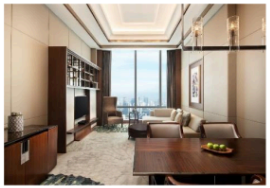
2.1.2 Facilities

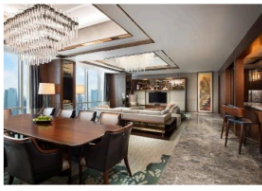
A. Room Types

Table 2.1 *Room Types*

Figure	Description
 <p>(Source: id.westinjakarta.com) Figure 2.1 <i>Westin Room, King</i></p>	<p>This room is approximately 46 m² and is designed with a warm, natural colour palette. Equipped with a Heavenly® Bed and Heavenly® Bath amenities, this room offers dynamic views of Jakarta through floor-to-ceiling windows. Available in king or twin bed configurations</p>


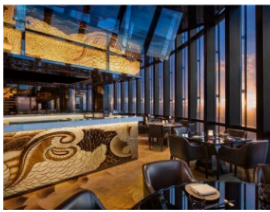
 <p>(Source: id.westinjakarta.com) Figure 2.2 <i>Westin Room, Twin</i></p>	<p>This room is approximately 46 m² and is designed with a warm, natural colour palette. Equipped with a Heavenly® Bed and Heavenly® Bath amenities, this room offers dynamic views of Jakarta through floor-to-ceiling windows. Available in king or twin bed configurations</p>
 <p>(Source: id.westinjakarta.com) Figure 2.3 <i>Premium Room, King</i></p>	<p>A spacious room of approximately 56 m², the Premium Room offers more space and comfort. It is furnished with two Heavenly® Beds, a seating area with sofa, and a large Smart TV. The interior design features elegant floral motifs, creating a serene and luxurious atmosphere.</p>
 <p>(Source: id.westinjakarta.com) Figure 2.4 <i>Premium Room, Twin</i></p>	<p>A spacious room of approximately 56 m², the Premium Room offers more space and comfort. It is furnished with two Heavenly® double beds, a seating area with sofa, and a large Smart TV. The interior design features elegant floral</p>

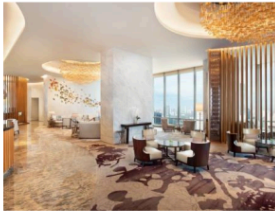
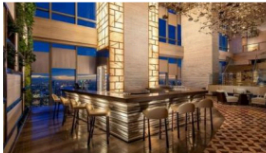
	<p>motifs, creating a serene and luxurious atmosphere.</p>
 <p>(Source: id.westinjakarta.com) Figure 2.5 <i>Renewal Room, King</i></p>	<p>With an area of approximately 68 m² and a capacity of 3 guests, the renewal room offers a refreshing stay experience with a Heavenly® Bed and a modern workspace that allows for limitless productivity.</p>
 <p>(Source: id.westinjakarta.com) Figure 2.6 <i>Executive Suite</i></p>	<p>The Executive Suite features a spacious layout with floor-to-ceiling city views, a king-size Heavenly® Bed, a luxurious bathroom with bathtub and rain shower, plus exclusive access to the Westin Club Lounge for breakfast, afternoon tea, and evening cocktails.</p>
 <p>(Source: id.westinjakarta.com) Figure 2.7 <i>Westin Suite</i></p>	<p>Luxurious accommodation on the 66th floor, measuring approximately 166 m², with a modern living and dining area for four people, and a glamorous bathroom with whirlpool facilities.</p>

 <p>(Source: id.westinjakarta.com) Figure 2.8 Presidential Suite</p>	<p>Luxurious accommodation on the 66th floor, measuring approximately 270 m², with a luxurious living and dining room for eight people clad in marble, and a glamorous bathroom with whirlpool facilities.</p>
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B. Restaurant

Table 2.2 Restaurants

Figure	Description
 <p>(Source: id.westinjakarta.com) Figure 2.9 Seasonal Tastes</p>	<p>All-day dining restaurant on the 51st floor serves buffet and à la carte options with international and local cuisine. Open for breakfast (6 am–10 am), lunch (12 pm–3 pm), and dinner (6 pm–10 pm). The main attraction is the interactive open kitchen.</p>
 <p>(Source: id.westinjakarta.com) Figure 2.10 Henshin</p>	<p>Henshin, on floors 67–69 of Gama Tower, is a rooftop restaurant and bar serving Nikkei cuisine. Open daily (restaurant: 5–11 p.m.; bar: until 12 a.m./2 a.m. on weekends), it offers indoor and outdoor seating for up to</p>

	76 guests, including private rooms, with stunning Jakarta views.
 <p>(Source: id.westinjakarta.com) Figure 2.11 Daily Treats</p>	Located in the hotel lobby, this cafe offers specialty coffee, tea, cakes, and light snacks. It is a suitable place for relaxing or informal meetings, open daily from 08.00–23.00.
 <p>(Source: opentable.com) Figure 2.12 Bar Area</p>	<p>The bar area is the place for making drinks as well as beverage and wine storage.</p> <p>In this place, the writer serves as the beverage runner, responsible for delivering drinks during lunchtime.</p>

1

C. Fitness and Wellness




Table 2.3 Fitness and Wellness

Figure	Description
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 <p>(Source: id.westinjakarta.com) Figure 2.13 <i>Westin Workout</i></p>	<p>The WestinWORKOUT® Fitness Studio is available 24 hours a day to hotel guests, equipped with modern cardio and weight equipment, and a spacious space with floor-to-ceiling windows that provide natural light and panoramic city views.</p>
 <p>(Source: id.westinjakarta.com) Figure 2.14 <i>Heavenly Spa</i></p>	<p>Heavenly Spa by Westin™ is open daily from 9 a.m. to 11 p.m., featuring six treatment rooms, including a couple's room with a whirlpool. Services include massages, facials, body scrubs, and mani-pedis, all with relaxing views of the Jakarta skyline.</p>
 <p>(Source: id.westinjakarta.com) Figure 2.15 <i>Indoor Pool</i></p>	<p>The Westin Jakarta's indoor pool is located on the 50th floor of Gama Tower, with beautiful city views. The pool is open daily from 6 am to 10 pm exclusively for hotel guests. Equipped with lounge chairs, towels, and soft drink service, it is perfect for relaxing after a busy day.</p>

D. Meeting and Events

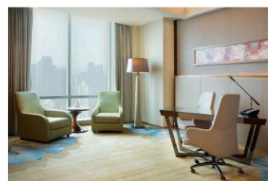
Table 2.4 Meeting and Events

Figure	Description
 <p>(Source: id.westinjakarta.com) Figure 2.16 Java Ballroom</p>	<p>Java Ballroom, on the ground floor, is The Westin Jakarta's largest event space at 1,094 m², hosting up to 1,500 standing guests. It can be divided into East and West sections for flexibility and features 18 glass chandeliers and illuminated panels, creating a luxurious, elegant ambiance.</p>
 <p>(Source: marriottbonvoy.com) Figure 2.17 Wayra</p>	<p>Located on the 67th floor, Wayra is the highest venue in Indonesia with stunning views of Jakarta city. With a capacity of up to 150 guests, Wayra is suitable for exclusive events such as receptions or product launches.</p>
 <p>(Source: marriottbonvoy.com) Figure 2.18 Retreat Lounge</p>	<p>An exclusive 247 m² event lounge on the first floor, designed for private meetings and business events, accommodating up to 100 guests. Features natural lighting, audiovisual equipment, and flexible catering for a comfortable, elegant atmosphere.</p>



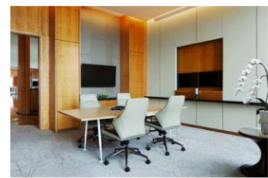
(Source: marriottbonvoy.com)
Figure 2.19 *Additional Function Room*

Located on the first floor, 6 meeting rooms accommodate up to 150 guests, featuring a distinct pre-function area and floor-to-ceiling windows for natural light. On level 69, the Jatun room offers a unique function space with uninterrupted views of Jakarta from the building's highest floor.



(Source: marriottbonvoy.com)
Figure 2.20 *The Office*

The Westin Jakarta offers a 46–48 m² modern workspace on residential floors with Jakarta city views. Equipped with electronic key access, a mid-century armchair, a high-back leather desk chair, and a docking station for secure and seamless productivity.



(Source: marriottbonvoy.com)
Figure 2.21 *Tangent*

Tangent is a flexible workspace on the 52nd floor measuring 46 m², ideal for up to 4 people. Equipped with ergonomic desks, comfortable chairs, fast internet, and audiovisual facilities, with inspiring views of the city of Jakarta.

2.2 Organizational Structure

The **organizational chart** is an **important** tool for managing a hotel. It shows how the different departments and job roles are connected, making it easier for staff to know their responsibilities and who to report to. This helps teams communicate better, solve problems faster, and work more effectively. It also helps new employees understand how the hotel is organized. At The Westin Jakarta, the hotel runs under a clear and structured system led by the General Manager. The Executive Assistant Manager works closely with the General Manager to handle daily hotel operations. Each department, like Finance, Engineering, Human Resources, Sales, Room Division, and Food & Beverage, has its duties to support the hotel's success. The Room Division focuses on guest-related services such as Reception, Housekeeping, and Telephone Operations. Meanwhile, the Food & Beverage department is responsible for meals and drinks in the hotel, including services like the Restaurant, Banquet, Bar, Room Service, and Kitchen. This well-planned structure helps each department do their jobs properly while working together to give guests excellent service at The Westin Jakarta.

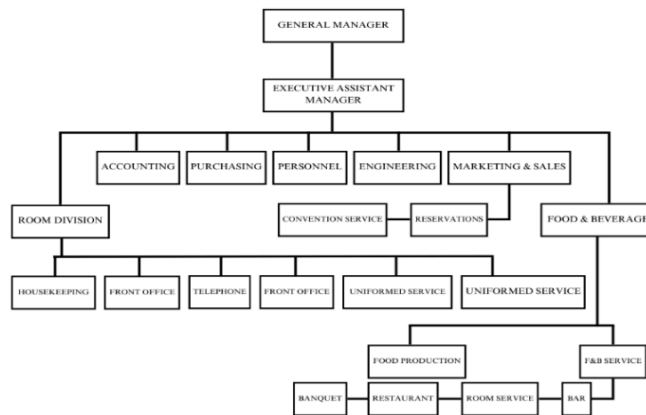


Figure 2.22 *The Westin Hotel Jakarta, Organizational Structure*

(Source: scribd.com/Hotel-Organizational Structure)

to facilitate effective departmental collaboration. The general manager, who oversees all hotel operations, is at the top. The Executive Assistant Manager assists the General Manager in overseeing and coordinating the activities of every

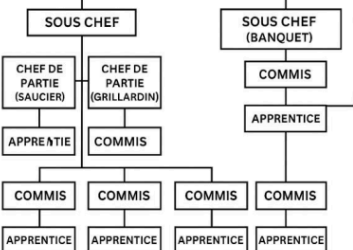


Figure 2.23 *The Westin Hotel Jakarta, Organizational Structure*

Under the direction of the Executive Chef, the Westin Jakarta boasts a well-organized and professional kitchen. The executive sous chef and sous chefs assist in overseeing all kitchen operations, ensuring that each area functions efficiently, maintains cleanliness, and satisfies five-star hotel standards. The Jr. Sous Chef is a key member of the kitchen team who is in charge of creating new menus, testing recipes, and maintaining daily consistency in the quality and flavor of the food. Additionally, the Jr. Sous Chef assists in overseeing various kitchen departments, including the banquet, pastry, cold kitchen, and hot kitchen.

There are multiple Chef de Partie (CDP) beneath the sous chef, each with a distinct function. Cooked dishes for the restaurant and room service are prepared by the CDP in the hot kitchen. Cold starters and salads are prepared by the CDP in the cold kitchen. For large gatherings like meetings and weddings, the banquet section's CDP prepares the food. Additionally, there is a CDP in charge of grilled foods (Grillardin) and sauces (Saucier).

Junior cooks known as Commis Chefs assist each CDP. They assist with basic cooking, ingredient preparation, and kitchen cleanup. In order to learn and assist the team, apprentices also work in the kitchen. The Westin Jakarta is able to provide excellent food every day and for big events thanks to a well-structured staff and defined roles.

CHAPTER III

TRAINEE PERFORMANCE

3.1 Placement and Coordination

While interning at the Westin Hotel Jakarta, the author worked in the Food Production Department, specifically in the Western Cuisine section. This section prepares typical Western food, such as steak, pasta, roast meat, salad, and dessert. The author joined this team for six months. The author worked with many departments during the training. Each department helps with various things that support the kitchen operation:

1. Food Production Department and Pastry Bakery Department

By making breads and desserts, this department assisted us. Brioche, panna cotta, croissants, chocolate fondant, garlic bread, and tartlets were among the dishes. We used their products as plating garnishes, in buffet service, and in à la carte dishes.

2. Food Production Department and Housekeeping Department

Clean chef uniforms and aprons were provided daily by housekeeping. Additionally, they cleaned communal spaces like locker rooms and staff restrooms. They ensured that the kitchen and pantry areas were stocked with tissues, hand soap, and cleaning spray.

3. Food Production Department and Purchasing & Receiving Department

Purchasing placed orders for supplies and ingredients by contacting suppliers. Receiving examined each item's quantity and quality. Before delivering them to the kitchen, they checked that the dairy, herbs, meats, and vegetables were all fresh and in good condition.

4. Food Production Department and Engineering Department

Engineering helped when the equipment in the kitchen was broken or not working well. They fixed the oven, fryer, chiller, gas pipes, or water taps quickly so the kitchen could keep running normally.

5. Food Production Department and IT & POS Support Department

IT helped update the kitchen POS (Point of Sales) system when the menu changed. They also fixed printer errors when food orders didn't show in the kitchen screen or ticket printer.

6. Food Production Department and Front Office Department

The Front Office team helped when guests ordered food through room service. After the guest ordered by phone or tablet, the Front Office put the order into the system. Then the kitchen would prepare the food, and a room service staff would deliver it to the guests. Sometimes we had to communicate with them if the guest made a special request.

7. Food Production Department and Food & Beverage Service Department

The F&B service team works in restaurants and banquet areas. This team brings food orders to the kitchen and delivers finished dishes to the guests. This department also checks with the kitchen about food allergies, portion size, and plating. Close coordination between kitchen and service staff is important during busy hours to maintain high-quality service.

8. Food Production Department and Human Resources Department

HR handles matters related to trainee orientation, attendance, ID cards, and work schedule. They also help with insurance, BPJS, and provide general support for trainees during the internship period.

3.2 Job Description

The writer completed the internship program in the food production division at The Westin Hotel Jakarta. The writer starts her internship in July 2024 and will complete it in January 2025. The author was placed in the western kitchen with a training duration of six months. Every week, the author has five working days and two days off, with a total of nine until ten working hours, including one hour of rest. There are three shifts for trainees, namely the morning shift (06:00 - 16:00), middle shift (12:00 - 22:00) and the afternoon shift (14:00 - 23:00). Trainees are allowed to get National Holiday (PH) credit if they work on national holidays, and the credit can be used at any time according to the trainee's wishes. Trainees are also allowed

to request time off if they have events/interests on that day. Schedule requests are only allowed before the schedule is made. There are three sections in the western kitchen, namely Hot Kitchen, Cold Kitchen, and Banquet Kitchen. However, during the internship, the author only focused on being at Hot Kitchen.

Table 3.1 *Period of Internship*

Section	Period	Work Shift
Hot Kitchen	14 July 2025 – 15 January 2026	12:00 – 22:30

The sections have nearly identical job descriptions. The following are the job descriptions that the writer has done during her internship program.

Table 3.2 *Job Description of the section*

Section	Job Description
Hot Kitchen	<ul style="list-style-type: none"> a) Prepare supplies for the restaurant b) Help maintain the restaurant buffet c) Prepare afternoon tea snacks in the lounge d) Prepare the dinner menu in the lounge e) Take a break f) Shop in the dry store g) Set up the lounge h) Maintain the buffet in the lounge i) Closing the lounge j) Tidy up the restaurant chiller k) Record tomorrow's orders

The kitchen section provided the writer with diverse experiences, ranging from individual plating and live cooking to large-scale, allowing the writer to develop technical skills, adaptability, and a strong understanding of five-star kitchen operations.

Table 3.3 *General Job Description*

Time	Job Description
Daily	Pick up pre-cooked pizza Middle Shift: 11:30 Afternoon Shift: 13:30

There are job descriptions that must be done every day, trainees are responsible for picking up some items, especially pre-cooked pizza and baguette for croutons, every day from the bakery. For trainees who come at the morning shift (12:00 PM), they should pick up bread at 11:30 AM, and for trainees who come at the afternoon shift (noon), they should pick up bread at 13:30 PM. Each day, order records are sent in the evening (by trainees on the middle or afternoon shift). Each order is prepared by bakery staff the following morning. Then, each day of the week, trainees and staff on each shift must pick up their orders.

3.3 Problem and Solution

During the internship at the Food Production Division at Hotel The Westin Jakarta, the writer encountered several challenges that required adaptation, communication, and critical thinking. These problems were part of the learning experience and helped improve the writer's professional skills.

1. Miscommunication During Order Preparation

Misunderstandings during order preparation, particularly during peak breakfast and lunch times at Seasonal Tastes locations, are one of the issues the author has encountered. For example, the author has encountered situations where customers complained that their poached eggs were mistakenly prepared as fried eggs or that their pasta condiments were incorrectly prepared. The kitchen team addressed this by implementing a practice of "repeat orders," where the production team repeats each order to ensure compliance. The author has also learned to maintain open communication with service staff and other kitchen staff members and to consistently double-check order slips. This has successfully prevented similar errors from recurring.

2. Limited Knowledge in Food Preparation Techniques

The second challenge, particularly at the beginning of the internship, was a lack of technical expertise and knowledge in food preparation. Basic skills such as timing meat, cutting vegetables to the right size, and serving according to Westin standards were all challenging for me. I actively sought advice from the Chef de Partie and Demi Chef to overcome this obstacle, and they allowed me to observe their work processes directly as the food was being prepared. The hotel also provided an in-house handbook with guidelines on the optimal temperature for each food and how to store it. Within a few weeks, my technical skills improved dramatically with regular practice and evaluation from my seniors.

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 ¹Hotel 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.

1 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.)

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B. MBKM-02 MBKM Internship Track 1 Card

MBKM-02 MBKM Internship Track 1 Card



MBKM INTERNSHIP TRACK 1 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 : 628135693131
MBKM Internship Track 1 Acceptance Letter No: 77	Letter Date : 29-07-2025
Advisor's Name : Tri Ananto Listiana, SS, 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 1 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 51 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 51 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



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DOCUMENTATION



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LAMPIRAN

Form Bimbingan Internship Report Program Studi Perhotelan Semester Gasal 2025/2026

Nama : Vania Rizki Amelia
NIM : 00000102657
Angkatan : 2023
Dosen Pembimbing : Tri Ananti Listiana, S.Si., MBA

Meeting	Tanggal	Jam	Keterangan	Tanggal Approval
1	14 Agustus 2025	13:00	Chapter 1 Checking, and Revisions	22 Desember 2025
2	16 September 2025	14:30	Chapter 2 Checking and Revisions	22 Desember 2025
3	29 September 2025	13:30	Resubmission Chapter 1 and 2	22 Desember 2025
4	14 Oktober 2025	11:30	Chapter 3 Checking and Revisions	22 Desember 2025
5	21 Oktober 2025	16:30	Resubmission Chapter 3	22 Desember 2025
6	09 November 2025	15:45	Chapter 4 Checking	22 Desember 2025
7	20 Desember 2025	19:00	All Chapter Checking	22 Desember 2025
8	21 Desember 2025	20:00	All Chapter Checking Revisions	22 Desember 2025



VANIA RIZKI AMELIA

vania.rizki@student.umn.ac.id | 0812-9295-4411 | Jl. Boulevard Graha Raya, Paku Jaya, Serpong Utara, South Tangerang City, Banten 15234



SUMMARY

A dedicated Hospitality major currently enrolled in a three-year Diploma program in Hotel Operations at Multimedia Nusantara University. Graduated from SMAN 10 Tangerang, establishing a strong academic foundation. Proficient in hotel operations, including housekeeping, front office, and food & beverage services, with a growing specialization in the culinary field, particularly pastry and bakery. Demonstrates a strong work ethic, effective time management abilities, and a continuous passion for learning. Committed to contributing to a dynamic team environment while advancing professional development within the hospitality industry.

WORK EXPERIENCE

- | | |
|--|----------------------------|
| Secretary and Treasurer, Mapala | Oct 2024 - Present |
| <ul style="list-style-type: none">• Make activity reports, record meeting results and activity evaluations• Create financial reports and record all income and expenses every day | |
| Volunteer Peer Counselor, Student Support UMN | Dec 2023 - Nov 2024 |
| <ul style="list-style-type: none">• Become a peer counselor for UMN students in need• Help reach out to students with special needs• Make evaluations in each counseling | |
| Fresh Money Member, Duta Anti Narkoba & TV On Air | Apr 2024 - Dec 2024 |
| <ul style="list-style-type: none">• Looking for funds, through paid promotion, buzzer, bazaar, and others• Making fine records | |
| Volunteer as Person in Charge, Social is Me | Nov 2023 - Dec 2023 |
| <ul style="list-style-type: none">• Help, accompany and guide students to learn the material and demonstrate it directly | |

EDUCATION

- | | |
|--|----------------------------|
| Multimedia Nusantara University | Aug 2023 - Present |
| Faculty of Business | |
| <ul style="list-style-type: none">• Diploma in Hotel Operation Program (D3)• Final GPA : 3.55 | |
| Senior High School 10 Tangerang | Sep 2020 - May 2023 |
| Natural Sciences Major | |

KEY SKILLS

- | | |
|--|-----------------------|
| • Problem Solving | • Team collaboration |
| • Organizational and time management skills. | • Attention to detail |
| • Customer service | |

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