

**INTERNSHIP PROGRAM IN FOOD AND BEVERAGE
SERVICE DEPARTMENT AT JS LUWANSA HOTEL &
CONVENTION CENTER**



INTERNSHIP REPORT

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

**INTERNSHIP PROGRAM IN FOOD AND BEVERAGE
SERVICE DEPARTMENT AT JS LUWANSA HOTEL &
CONVENTION CENTER**



INTERNSHIP REPORT

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

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PREFACE

All praise and gratitude are given to God Almighty for His continuous blessing and guidance, which have enabled the completion of this internship report titled: *“Internship Program in Food & Beverage Service Department at JS Luwansa Hotel & Convention Center”*. This report is prepared to fulfil one of the academic requirements for obtaining the Diploma degree in the Hotel Operations Program at the Faculty of Business, Universitas Multimedia Nusantara. I realize that without the support and guidance of various parties throughout the internship and the preparation of this report, it would have been difficult to complete. Therefore, I would like to express my sincere gratitude to:

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

Tangerang, 23 December 2025



Syachra Soka

INTERNSHIP PROGRAM IN FOOD AND BEVERAGE SERVICE DEPARTMENT AT JS LUWANSA HOTEL & CONVENTION CENTER

Syachra Soka Marisa

ABSTRAK

Program magang merupakan kegiatan pembelajaran yang dirancang untuk memberikan mahasiswa pengalaman kerja secara langsung sehingga dapat memahami kondisi dan tuntutan nyata di dunia industri. Laporan ini mengulas pelaksanaan program magang pada Divisi Food & Beverage Service di Hotel JS Luwansa Jakarta Selatan. Tujuan dari program magang ini adalah untuk mengembangkan pengetahuan, keterampilan, serta profesionalisme mahasiswa dalam bidang pelayanan makanan dan minuman sesuai dengan standar industri perhotelan. Selama kegiatan magang berlangsung, penulis berpartisipasi secara aktif dalam berbagai aktivitas operasional, mulai dari persiapan area pelayanan, melayani tamu, menerapkan standar operasional prosedur (SOP), hingga menjalin kerja sama yang baik dengan tim kerja. Melalui pengalaman tersebut, penulis memperoleh pemahaman yang lebih komprehensif mengenai sistem kerja Food & Beverage Service, pentingnya komunikasi yang efektif, serta penerapan kualitas pelayanan dalam meningkatkan kepuasan tamu. Hasil pelaksanaan program magang ini menunjukkan bahwa pengalaman kerja di Hotel JS Luwansa Jakarta Selatan memberikan dampak positif terhadap peningkatan kompetensi dan kesiapan penulis dalam menghadapi dunia kerja di industri perhotelan, khususnya pada bidang Food & Beverage Service.

Kata kunci: *Magang, Food & Beverage Service, Industri Perhotelan, Pelayanan, Hotel JS Luwa*

INTERNSHIP PROGRAM IN FOOD AND BEVERAGE SERVICE DEPARTMENT AT JS LUWANSO HOTEL & CONVENTION CENTER

Syachra Soka Marisa

ABSTRACT

The internship program is a learning activity designed to provide students with direct work experience in order to gain an understanding of real conditions and demands within the industry. This report discusses the implementation of an internship program in the Food & Beverage Service Division at JS Luwansa Hotel, South Jakarta. The purpose of this internship is to develop students' knowledge, skills, and professionalism in food and beverage service in accordance with hospitality industry standards. During the internship period, the writer actively participated in various operational activities, including service area preparation, guest service, implementation of standard operating procedures (SOP), and teamwork with staff members. Through these experiences, the writer gained a deeper understanding of Food & Beverage Service operations, the importance of effective communication, and the application of service quality to enhance guest satisfaction. The results of this internship indicate that the experience at JS Luwansa Hotel, South Jakarta has contributed positively to improving the writer's competencies and readiness to enter the hospitality industry, particularly in the field of Food & Beverage Service.

Keywords: Internship Program, Food & Beverage Service, Hospitality Industry, Guest Service, JS Luwansa Hotel

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