

**INTERNSHIP PROGRAM IN FOOD AND
BEVERAGE SERVICE DEPARTMENT AT HOTEL
LE MERIDIEN JAKARTA**



INTERNSHIP REPORT

FERI RIFKI ADRIYANSAH

00000114030

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

**INTERNSHIP PROGRAM IN FOOD AND BEVERAGE
SERVICE DEPARTMENT AT HOTEL LE MERIDIEN
JAKARTA**



INTERNSHIP REPORT

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

FERI RIFKI ADRIYANSAH

00000114030

HOTEL OPERATIONS PROGRAM

FACULTY OF BUSINESS

UNIVERSITAS MULTIMEDIA NUSANTARA

TANGERANG

2026

UMN
UNIVERSITAS
MULTIMEDIA
NUSANTARA

NON – PLAGIARISM DECLARATION FORM

Hereby, I:
Name : Feri Rifki Adriyansah
Student ID : 00000114030
Program : Hotel Operations
Internship report with title of:

Internship Program in Food Production Division at Hotel Le Meridien Jakarta is my own 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.

Jakarta, 23 Desember 2025

UMN
UNIVERSITAS
MULTIMEDIA
NUSANTARA



(Feri Rifki Adriyansah)

CONSENT PAGE

Internship report with title of
**“INTERNSHIP PROGRAM IN FOOD AND BEVERAGE SERVICE
DEPARTMENT AT HOTEL LE MERIDIEN JAKARTA”**

By:

Name : Feri Rifki Adriyansh

Student ID : 00000114030

Program : Hotel Operations

Faculty : Business

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

Jakarta, 23 Desember 2025

Advisor,



Adestya Ayu Armielia, S.ST, M.Si.Par
(NIDN. 0323128505)

Head of Hotel Operations Program



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

ENDORSEMENT PAGE

Internship Report with the title of:

INTERNSHIP PROGRAM IN FOOD & BEVERAGE SERVICE DEPARTMENT AT LE MERIDIEN JAKARTA

By

Full Name : Feri Rifki Adriyansah

Student ID : 00000114030

Study Program : Hotel Operations

Faculty : Business

Has been examined on 15 January 2025 from
8AM to 9AM, and was stated

PASSED

With the order of examiners as follows:

Advisor

Examiner



Adestya Ayu Armelia, S.ST, M.Si.Par
(NIDN. 0323128505)



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

Head of Hotel Operations Program



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

PREFACE

Gratitude and praise be to God Almighty for the blessings and grace that enabled the completion of this internship report entitled: "Internship Program in Food & Beverage Services Department at Hotel Le Méridien Jakarta." This report is submitted as one of the requirements to obtain a Diploma degree in the Hotel Operations Program at the Faculty of Business, Universitas Multimedia Nusantara. The writer realizes that this report could not have been completed without the guidance, support, and assistance from various parties throughout the lecture period and during the internship experience. Therefore, the writer would like to express sincere gratitude and appreciation to:

1. Dr. Ir. Andrey Andoko, M.Sc., Ph.D as the Rector of Universitas Multimedia Nusantara.
2. Dr. Prio Utomo, S.T, MPC as the Dean of the Faculty 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. Adestya Ayu Armielia, S.ST, M.Si.Par as the Advisor who has devoted a lot of time to provide guidance, direction, and motivation for the completion of this Internship report.
5. To all lecturers of the Hotel Operation Study Program at Universitas Multimedia Nusantara who have assisted the writer in the preparation and completion of this internship report.
6. To my supervisors at Le Meridien Jakarta that has help me and guide me during my internship
7. To all the staff at La Brasserie Restaurant that has teached me and guide me during internship
8. 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.

Jakarta, 23 Desember 2025



(Feri Rifki Adriyansah)

INTERNSHIP PROGRAM IN FOOD AND BEVERAGE SERVICE DIVISION AT HOTEL LE MERIDIEN JAKARTA

Feri Rifki Adriyansah

ABSTRAK

Laporan magang ini menjelaskan pengalaman penulis selama menjalani Program Magang selama enam bulan di Hotel Le Méridien Jakarta pada Departemen Food & Beverage Services sebagai bagian dari kurikulum Program Studi Perhotelan Universitas Multimedia Nusantara. Program magang ini dirancang untuk memberikan pengalaman kerja langsung di industri perhotelan serta menerapkan pengetahuan teoretis dan keterampilan dasar yang telah diperoleh penulis selama empat semester perkuliahan. Selama masa magang, penulis terlibat secara aktif dalam berbagai kegiatan operasional Food & Beverage, meliputi pelayanan dan penanganan tamu, penataan meja sesuai dengan standar operasional hotel, pengambilan dan penyampaian pesanan makanan dan minuman, serta koordinasi dan kerja sama dengan rekan kerja maupun atasan dalam mendukung kelancaran operasional harian. Keterlibatan langsung dalam aktivitas tersebut memberikan pemahaman yang lebih mendalam mengenai standar pelayanan, etika kerja profesional, serta prosedur operasional yang diterapkan di hotel berbintang internasional. Selain itu, pengalaman magang ini berkontribusi secara signifikan terhadap pengembangan keterampilan praktis penulis, khususnya dalam meningkatkan kemampuan komunikasi antarindividu, kerja sama tim, kedisiplinan, manajemen waktu, serta kemampuan beradaptasi dalam lingkungan kerja profesional yang menuntut ketelitian dan tanggung jawab. Laporan ini juga membahas struktur organisasi hotel, alur kerja operasional harian divisi Food & Beverage Services, serta berbagai tantangan yang dihadapi penulis selama pelaksanaan magang beserta upaya penyesuaiannya. Secara keseluruhan, program magang ini memberikan gambaran nyata mengenai praktik kerja di industri perhotelan dan menjadi dasar yang penting bagi penulis dalam mempersiapkan diri untuk pengembangan karier di masa mendatang.

Kata kunci: Magang, Food & Beverage Services, Hotel Le Méridien Jakarta, Industri Perhotelan, Operasional Layanan

U N I V E R S I T A S
M U L T I M E D I A
N U S A N T A R A

INTERNSHIP PROGRAM IN FOOD AND BEVERAGE SERVICE DIVISION AT
HOTEL LE MERIDIEN JAKARTA

Feri Rifki Adriyansah

ABSTRACT

This internship report describes the writer's experience during a six-month internship program at Le Méridien Jakarta Hotel in the Food & Beverage Services Department as part of the Multimedia Nusantara University Hospitality Study Program curriculum. This internship program was designed to provide direct work experience in the hospitality industry and to apply the theoretical knowledge and basic skills that the writer had acquired during four semesters of study. During the internship, the writer was actively involved in various Food & Beverage operational activities, including guest service and handling, table setting in accordance with hotel operational standards, taking and delivering food and beverage orders, as well as coordinating and collaborating with colleagues and superiors to support smooth daily operations. Direct involvement in these activities provided a deeper understanding of service standards, professional work ethics, and operational procedures implemented in international star-rated hotels. In addition, this internship experience contributed significantly to the development of the writer's practical skills, particularly in improving interpersonal communication, teamwork, discipline, time management, and adaptability in a professional work environment that demands precision and responsibility. This report also discusses the hotel's organizational structure, the daily operational workflow of the Food & Beverage Services division, and the various challenges faced by the author during the internship along with the adjustments made. Overall, this internship program provides a realistic picture of work practices in the hospitality industry and serves as an important foundation for the author in preparing for future career development.

Keywords: Internship, Food & Beverage Services, Hotel Le Méridien Jakarta, Hospitality Industry, Service Operation

U N I V E R S I T A S
M U L T I M E D I A
N U S A N T A R A

TABLE OF CONTENT

TITLE PAGE	iii
CONSENT PAGE.....	i
PREFACE	3
ABSTRAK	4
ABSTRACT	5
TABLE OF CONTENT.....	6
LIST OF FIGURES.....	7
LIST OF TABLES	8
LIST OF APPENDIX.....	9
CHAPTER I INTRODUCTION	10
1.1 Background	10
1.2 Purpose.....	12
1.3 Period and Procedures.....	Error! Bookmark not defined.
CHAPTER II GENERAL DESCRIPTION.....	15
2.1 Hotel's Profile.....	15
2.1.1 History	15
2.1.2 Facilities	16
2.2 Organizational Structure	25
CHAPTER III TRAINEE PERFORMANCE.....	27
3.1 Placement and Coordination.....	27
3.2 Job Description	28
3.3 Problem and Solution	29
CHAPTER IV CONCLUSION AND RECOMMENDATION.....	30
4.1 Conclusion	30
4.2 Recommendation.....	31
REFERENCES.....	32

LIST OF FIGURES

Figure 2. 1 Premium King/Twin.....	17
Figure 2. 2 Deluxe room's	18
Figure 2. 3 Junior suite room's.....	18
Figure 2. 4 Executive suite room's	19
Figure 2. 5 Executive suite terrace.....	19
Figure 2. 6 Diplomatic Suite.....	20
Figure 2. 7 Presidential Suite	20
Figure 2. 8 La Brasserie	21
Figure 2. 9 Al Noufara.....	21
Figure 2. 10 No Nama	21
Figure 2. 11 La Rendezvous	21
Figure 2. 12 La Boutique Gourmande	22
Figure 2. 13 Handi Restaurant	22
Figure 2. 14 GYM	23
Figure 2. 15 SPA	23
Figure 2. 16 Swimming Pool.....	24
Figure 2. 17 Sasono Mulyo.....	24
Figure 2. 18 Puri Room's	24
Figure 2. 19 Antasena Room's	25
Figure 2. 20 Srikandi Room's	25
Figure 2. 21 Organization Chart.....	26



LIST OF TABLES

Table 2. 1 Room Types	17
Table 2. 2 Restaurants	21
Table 2. 3 Fitness and Wellness	23
Table 2. 4 Meeting and Events.....	24



LIST OF APPENDIX

A. MBKM-01 Cover Letter MBKM Internship Track 1	35
B. MBKM-02 MBKM Internship Track 1 Card.....	36
C. MBKM-03 Daily Task – Internship Track 1.....	37
D. MBKM-04 REPORT VERIFICATION.....	93
E. TURNITIN RESULT	93

