

**INTERNSHIP PROGRAM IN PASTRY AND BAKERY
DEPARTMENT AT HOTEL RAFFLES BALI**



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**HOTEL OPERATIONS PROGRAM
FACULTY OF BUSINESS**

UNIVERSITAS MULTIMEDIA NUSANTARA

TANGERANG

2026

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PREFACE

Gratitude for the blessings and grace to God Almighty, for the completion of this internship report with the title: “Internship Program in Pastry and Bakery’s Department at Raffles Hotel Bali” 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:

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5. To all the staff at Hotel Raffles Bali that has taught me and guide me during internship
6. My parents, friends, and family who 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.

INTERNSHIP PROGRAMS IN PASTRY AND BAKERY

DEPARTMENT AT HOTEL RAFFLES BALI

Syaloom Mitha Angel Lie

ABSTRAK

Magang program di Hotel Raffles Bali menghubungkan kesenjangan antara pendidikan teori dan aplikasi praktis, menyediakan kepada mahasiswa pengalaman imersif dalam industri perhotelan mewah. Penglibatan dalam program ini memungkinkan peserta magang untuk menerapkan teorinya ke lapangan dunia nyata, memperbaiki kemampuan analitis, dan meningkatkan pemahaman komprehensif tentang operasional hotel. Selama masa tugas mereka, para peserta magang memiliki kesempatan untuk berkontribusi pada fungsi operasional sehari-hari, yang selanjutnya memupuk keterampilan pengambilan keputusan, kolaborasi tim, dan kemampuan beradaptasi di tempat kerja. Selama penempatan penulis di Departemen Pastry dan Bakery, penulis berkesempatan untuk berpartisipasi dalam persiapan berbagai macam kue kering, makanan panggang, dan hidangan penutup, yang membentuk aspek penting dari penawaran kuliner hotel. Tanggung jawab saya terdiri dari menyiapkan bahan-bahan, membantu dalam mencampur adonan dan membentuk kue kering, melakukan proses memanggang, dan secara ketat mematuhi protokol kebersihan yang ketat. Selain itu, penulis berperan dalam menjaga kebersihan dan keteraturan dapur, sambil memperoleh wawasan berharga tentang manajemen waktu dalam lingkungan yang serba cepat. Pengalaman ini membekali saya dengan keterampilan teknis dan interpersonal mendasar yang diperlukan untuk mengejar karir profesional di bidang pastry dan bakery.

Kata kunci: Pastry and Bakery Department, Magang, Keterampilan Praktis, Operasional Hotel, Perhotelan Mewah

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ABSTRACT

The internship program at Raffles Bali Hotel bridges the gap between theoretical education and practical application, providing students with an immersive experience in the luxury hospitality industry. Participation in this program allows interns to apply their theories to the real world, improve their analytical skills, and enhance their comprehensive understanding of hotel operations. During their tenure, interns have the opportunity to contribute to daily operational functions, which further cultivates decision-making skills, team collaboration, and adaptability in the workplace. During my placement in the Pastry and Bakery Department, the writers had the opportunity to participate in the preparation of various types of pastries, baked goods, and desserts, which form an important aspect of the hotel's culinary offerings. The writer's responsibilities included preparing ingredients, assisting in mixing dough and shaping pastries, performing the baking process, and strictly adhering to strict hygiene protocols. Additionally, The writer played a role in maintaining kitchen cleanliness and order, while gaining valuable insights into time management in a fast-paced environment. This experience has equipped the writer with the fundamental technical and interpersonal skills required to pursue a professional career in the pastry and bakery field.

Kata kunci: *Pastry and Bakery Department, Internship, Practical Skills, Hotel Operations, Luxury Hospitality*

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