

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

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Has been approved to be submitted to
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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 teached 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

INTERNSHIP PROGRAM IN PASTRY AND BAKERY DEPARTMENT AT HOTEL RAFFLES BALI

Syaloom Mitha Angel Lie

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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CHAPTER I

INTRODUCTION

1.1. Background

The past five years have seen the international tourist industry shift from a challenging time of post-crisis revival into a new era of expansion. By the year 2026, international travel has become increasingly linked with technological innovation and a sustainable future (Simon-Kucher, 2025). Within the context of Indonesia, the government has successfully elevated the contribution that the tourist industry makes towards the country's economy through innovation (Kemenpar, 2026). Bali retains its focus as the core of this new era of tourist travel, attracting millions of visitors each year, along with being one of the leading tourist holiday places around the globe (SWA, 2026). Nevertheless, this face of the tourist industry introduces new challenges, including the demands for a focus that is much more environmentally oriented, along with efficient management systems for crowded tourist areas (Suasih & Wijaya, 2021). Due to this, the tourist industry for 2026 demands employees with highly advanced skills (World Tourism Organization, 2024).

The importance of having an internship program in a 5-star hotel cannot be underestimated for students. The 5-star hotel is the best place for students to learn because it applies international standards strictly (Sitepu, 2025). Through an internship program, students can gain skills on how to deliver "Service Excellence," which is important to meet the high expectations of wealthy guests (Windawaty, 2025). Moreover, experiencing the 5-star hotel situates students to advanced hospitality technology and management (Rahmansyah et al., 2023). Additionally, students gain a professional character, which is important for the development of a career (Putra & Utama, 2022).

Through an internship program in a 5-star hotel, students can gain networking for future career opportunities (Hidayat, 2024). Last but not least, an internship program is important for the hospitality industry to remain at its highest quality amid the growing number of tourism in Indonesia (Pratiwi, 2024).

1.2. Purpose

The purpose of this Internship Program is to get a real experience of the working environment. The writer is expected to be able to implement their learning in the past 4 semesters in the professional field. The Internship Program will also help the writer to build strong knowledge about the industry and mentally prepare herself for a future career in the hospitality industry. With this Internship Program, the writer was able to:

a. Acquire new competencies

Internship Program helps the writer to acquire new competencies while doing her internship program at the hotel. With the help of the hotel staff, the writer was able to gain new knowledge and skills that are required in the professional working field.

b. Develop stronger interpersonal competencies

To work effectively in the kitchen, speed is highly needed and the writer was able to develop her speed during the internship. Not only speed, the writer was able to develop her communication and collaboration skills due to the working environment.

c. Gain New Connections

The writer was able to gain new connections during her internship program due to the amount of people with different backgrounds and interests. But, the most important part is that the writer gets to build connections and network with people that have the same interest in the field. Building networks and connections is important since they are highly needed for working opportunities in the future.

d. Handle Working Under Pressure

By having an internship program, the writer was able to experience real-life working experience. With the environment that is extremely different, the writer was able to learn how to handle real-life working situations such as working under pressure. Those situations can help the writer to improve focus, time management, and emotional control, as well as to complete tasks effectively while maintaining work quality and teamwork.

1.3. Period and Procedures

The Internship Program is a mandatory requirement for all Hotel Operations students once they reach the fifth semester and is one of the conditions for graduation. This Internship Program lasts for six months, from approximately July 2025 to January 2026, with a minimum of 800 working hours or 100 working days. For this period, students were given the opportunity to choose their own department, and the writer chose to specialize in the Pastry and Bakery Production Department due to personal interest and career goals in the pâtisserie field.

Before joining the Internship Program, the writer had to fulfill several academic requirements. These include being an active student, having completed a minimum of 75 SKS (credit units), and maintaining a minimum GPA of 2.75. Once these conditions were met, the writer was required to attend an Internship Briefing organized by the campus. This briefing provided essential guidance about the necessary procedures before and after the internship, including how to write a CV, prepare for interviews, and understand documentation flow.

The detailed process the writer followed for this Internship Program is as follows:

1. **KM 1 Submission**

The writer first submitted KM 1 to declare the selected hotel and department for the internship. In this case, it was Hotel Raffles Bali, specifically the Pastry and Bakery Production Department. The KM 1 form was submitted to the Hotel Operations administration office and used as the basis for preparing KM 2, which was then signed by the Head of the Hotel Operations Program. This process typically takes 1–2 working days.

2. **Application Process**

After receiving KM 2, the writer sent a complete application to the Human Resources Department of Hotel Raffles Bali. The documents included a cover letter, CV, updated GPA transcript, supporting certificates, and the KM 2 form. All documents were submitted via email.

3. **Initial Contact & Video Introduction**

The application was sent on **May 19th, 2025**, and feedback was received on **June 7th, 2025**.

4. **First and Second Interview**

The interview was conducted on **June 13th, 2025**, through Google Meet with a representative from the Human Resources Department and with the Pastry Chef of Raffles Bali. During this interview, the writer was asked about motivations, strengths, and knowledge related to pastry production.

5. **Acceptance**

On the same day as the interview, the writer received an official acceptance letter from Hotel Raffles Bali.

CHAPTER II

GENERAL DESCRIPTION

2.1 Hotel's Profile

2.1.1 History

The history of Raffles Bali began in July 2016, when construction began as part of the Jimbaran Hijau project. Jimbaran Hijau is a huge integrated complex in Jimbaran, Bali, with housing, coworking space, restaurants, and sporting amenities. The hotel was constructed by PT Jimbaran Greenhill, a company formed via a joint venture between Kajima, a well-known Japanese organization, and PT Jimbaran East One, an Indonesian entity.

The construction of the Raffles Bali hotel was slated in two phases. The first phase was the building of the hotel, and the second phase will be luxury branded residences. The planning and design of the hotel took a few years, and the building was well done to be able to keep up with the beauty and culture of Bali.

In June 2019, news regarding the construction of Raffles Bali was first released to the public. At that time, the hotel was to open in April 2020. But as soon as the COVID-19 pandemic began spreading all over the world, the opening had to be delayed for a few months. Some businesses and hotels were planning to open after the pandemic, but PT Jimbaran Greenhill followed a different route. Though Ngurah Rai International Airport was not yet opened and Bali wasn't yet open to international tourists, the company opened Raffles Bali on July 4, 2020. This was a bold and optimistic move, given the world was still caught up with a lot of travel limitations and health matters.

The hotel started receiving visitors quietly, uneventfully. It was a serene and isolated business with a safe and peaceful place to sleep for the current tourists in Bali and those who could afford to visit. The official grand opening ceremony was eventually held after one and a half years, on December 9, 2021. It was a function marking the successful business and opening of the hotel at a very difficult period for the tourism

industry."

Even though entry was not easy, Raffles Bali eventually became well-known for luxury, privacy, and scenery. Despite having only 32 exclusive villas, the hotel was a favorite among tourists who looked for tranquility and peacefulness amidst nature.

When the hotel was finished, PT Jimbaran Greenhill proceeded with the second phase of the project. The second phase will consist of 25 branded luxury villas, according to Shuichi Oishi, the head of Kajima Development. The villas will offer private residences for families and people who want to live or invest in the same peaceful high-quality environment as the Raffles Bali hotel.



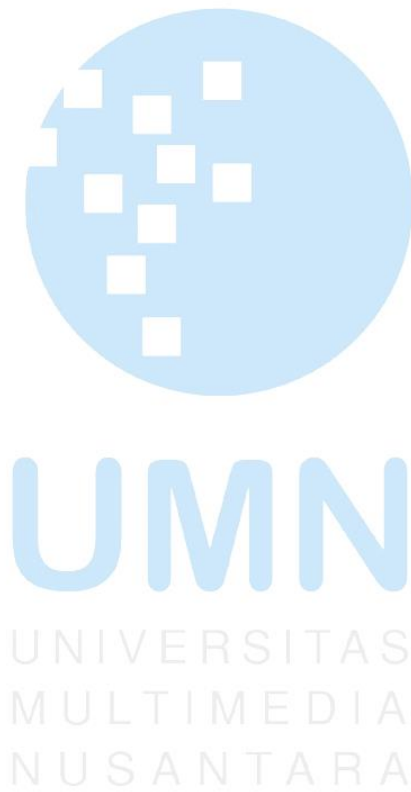
(Source: Accor.com)

2.1.2. Facilities





A. Room Types

Table 2.1 Private Villas

Figure	Description
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 <p>Figure 2.1 Private Villas (Source: Raffles.com)</p>	<p>Each of our 32 private villas offers a harmonious balance between elegance and comfort, the timeless Balinese design conjuring a genuine sense of place. Your Wellbeing Butler will look after you with infinite care.</p>
 <p>Figure 2.2 Ocean Front Two-Bedroom Pool Villa (Source: Raffles.com)</p>	<p>A luxurious and spacious retreat, ideal for families or groups of up to four adults. The villa spans over 900 square meters and features a 46 square meter private pool, two well-appointed bedrooms, a private terrace with sun deck chairs, a pavilion with daybeds and al fresco dining, and dedicated living and dining areas. It also includes amenities like a kitchenette, in-villa bars, and Illy coffee and Dammann Frères Tea facilities</p>
 <p>Figure 2.3 Ocean Front Three-Bedroom Pool Villa (Source: Raffles.com)</p>	<p>An oceanfront sanctuary with three bedrooms of refined comfort, offering space for shared moments and quiet retreat.</p>
 <p>Figure 2.4 Ocean Front Four-Bedroom Pool Villa (Source: Raffles.com)</p>	<p>Escape to Raffles Bali's Oceanfront 4-Bedroom Villa, an expansive sanctuary designed for families and groups seeking both togetherness and privacy.</p>

 <p>Figure 2.5 Rise and Shine (Source: Raffles.com)</p>	<p>Package designed for guests returning from a trip in Indonesia, offering a luxurious and relaxing final stop before heading home. The package includes daily breakfast, chauffeured transfers, VIP airport assistance, a 60-minute massage, a guided botanical tour, and Afternoon Tea at The Writers Bar.</p>
 <p>Figure 2.6 Lavish (Source: Raffles.com)</p>	<p>With dreamy gardens and a sea view from every spacious villa, Raffles Bali offers the perfect tropical backdrop for a lazy island vacation. Experience Raffles' legendary white glove service in one of the world's most beautiful settings.</p>
 <p>Figure 2.7 Raffles Presidential Villa (Source: Raffles.com)</p>	<p>A luxurious, hilltop retreat offering unparalleled seclusion and stunning views of Jimbaran Bay. It's designed to be the ultimate private oasis, featuring expansive spaces, private pools, and dedicated butler service</p>
 <p>Figure 2.8 Wellbeing Butlers (Source: Raffles.com)</p>	<p>Our team of gracious Raffles Wellbeing Butlers is on hand to curate your stay 24 hours a day. They will encourage you to explore the island's colourful legends and time-honoured rituals, revealing everything from holy temple ceremonies to local cooking classes. It is our hope that the memories you make will serve as a lifelong reminder of the uninterrupted peace and wonder of a stay at our natural oasis. Anticipating every need, our Wellbeing Butlers ensure that you arrive as a guest, leave as a friend and return as family</p>

B. Restaurant





Table 2.2 Restaurants

Figure	Description
 <p>Figure 2.9 Rumari (Source: Raffles.com)</p>	<p>Award-winning fine dining restaurant centred on sustainable Southeast Asian cuisine, featuring an outstanding wine collection.</p>
 <p>Figure 2.10 The Writers Bar (Source: Raffles.com)</p>	<p>Classics and whimsically spiced cocktails on a terrace offering shimmering ocean and sunset views</p>
 <p>Figure 2.11 Loloan Beach Bar & Grill (Source: Raffles.com)</p>	<p>Enjoy fresh-from-the-ocean seafood or perfect pizzas and sip a signature cocktail by the shimmering infinity pool with the ocean just beyond.</p>
 <p>Figure 2.12 The Farm Terrace (Source: Raffles.com)</p>	<p>Culinary journeys, authentic local dishes and alfresco feasts at a farm-style table beneath a vine-covered pergola</p>

 <p>Figure 2.13 Purnama Honeymoon Bale (Source: Raffles.com)</p>	<p>Stroll down a firelit path to your romantic gazebo for two, to enjoy a menu inspired by the beauty of the ocean below.</p>
 <p>Figure 2.14 The Secret Cave (Source: Raffles Bali)</p>	<p>Dine in the magical, ancient setting of this dramatic cave. Flickering torches lead to your table for this one-of-a-kind dining experience.</p>
 <p>Figure 2.15 In Villa Barbecue (Source: Raffles.com)</p>	<p>Visualise a live barbecue experience in the comfort of your villa, where every detail is meticulously crafted to create an evening of culinary delight.</p>
 <p>Figure 2.16 Beach Barbecue (Source: Raffles.com)</p>	<p>Under the quiet stars on a secluded beach, the Beach Barbecue offers a relaxed evening of fresh, flame-grilled flavours with the soft ocean breeze setting the perfect backdrop.</p>

C. Spa and Wellness

Table 2.3 Spa

Figure	Description
 <p>Figure 2.17 Escape to The Sanctuary (Source: Raffles.com)</p>	<p>For a bespoke experience while you are staying at Raffles Bali, book a signature treatment or wellness journey at our remote hillside treatment suite. The Sanctuary spirits you away to a jungle idyll where bird calls and the sea breeze moving through the trees are the only sounds breaking the silence during your indulgent experience. Our aromatic steam room is located at The Sanctuary, ideal for boosting circulation following a treatment.</p>
 <p>Figure 2.18 Meditation Practices (Source: Raffles.com)</p>	<p>Meditation is an ancestral art connecting body, mind and spirit and evoking deep relaxation through different techniques. Our wellbeing practitioners will be delighted to guide you on this personal journey, with our selection of meditation offerings carried out at various locations around the resort.</p>
 <p>Figure 2.19 Daily Wellness (Source: Raffles.com)</p>	<p>Daily wellness activities that are complimentary for in-house guests, designed to reconnect guests with their mind, body, and spirit. These activities are held daily from 8:00 AM to 9:00 AM, and can be found at the Signature Meditation Terrace or Main Pool, depending on the specific activity</p>
 <p>Figure 2.20 Soul Blessing (Source: Raffles.com)</p>	<p>It is a spiritual experience inspired by Balinese water purification rituals, offering a journey to cleanse, balance, and purify the body, mind, and soul. The ceremony incorporates calming meditation, mantra chanting, a flower-infused holy water cleansing, and symbolic blessings.</p>



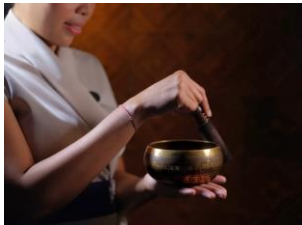

 <p>Figure 2.21 Fire Cleansing Ritual (Source: Raffles.com)</p>	<p>A transformative ritual for healing, self-mastery, and renewal through reflection and a symbolic fire ceremony</p>
 <p>Figure 2.22 7 Chakras Balancing (Source: Raffles.com)</p>	<p>Holistic rejuvenation with Chakra Healing, blending gemstones, Tibetan singing bowls, Balinese acupressure, and spiritual techniques</p>
 <p>Figure 2.23 Secret Cave (Source: Raffles.com)</p>	<p>Focusing on transformative sound therapy and inner harmony. The experience uses instruments like singing bowls to promote relaxation and healing by synchronizing brainwaves with the harmonious sound vibrations. This practice aims to foster inner peace and calm, creating a deeply relaxing and rejuvenating atmosphere</p>
 <p>Figure 2.24 Reiki (Source: Raffles.com)</p>	<p>An energy healing practice, to promote relaxation, stress relief, and overall well-being. Practitioners channel universal energy through their palms, aligning meridian lines and chakras. This gentle yet powerful therapy can help clear energy blockages, improve focus, and induce deep relaxation</p>



Figure 2.25
Tennis/Pickleball
(Source: Raffles.com)

Two top-quality clay-surface tennis and pickleball courts for in-house guests to enjoy. These courts are available for play at no extra charge. A full-time tennis partner is also available to pair up with guests for a more enjoyable experience



Figure 2.26 Fitness
Training
(Source:Raffles.com)

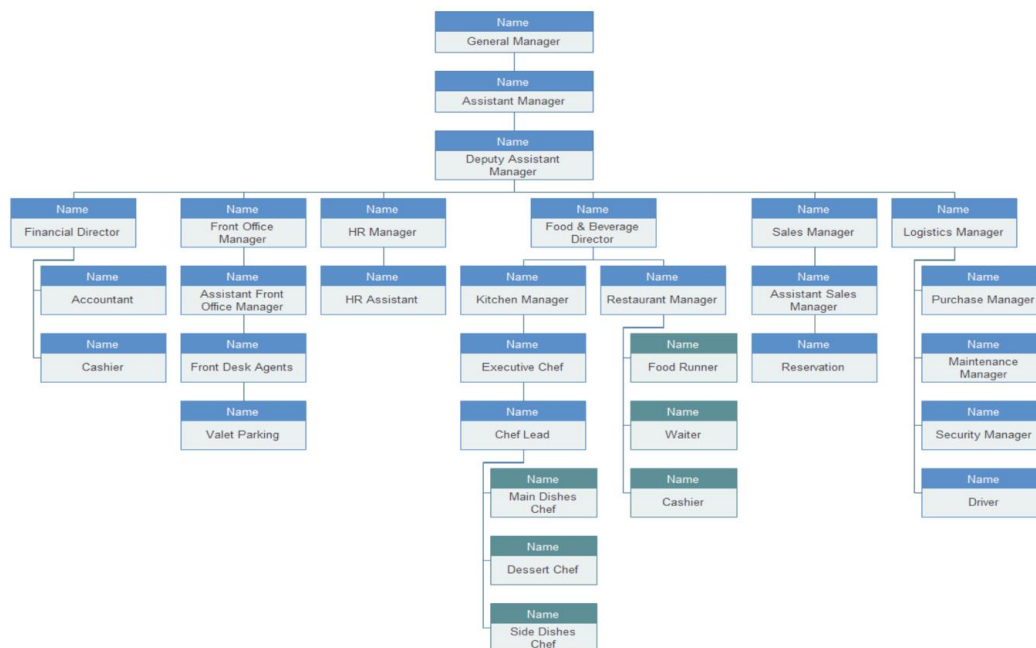
Bali fitness center offers guests a 24-hour, well-appointed gym with a variety of cardio and strength training equipment. It's located on the ground floor beside the Raffles Spa and features an outdoor area with complimentary wellness activities. The center also provides a Signature Meditation Terrace with views of the surrounding greenery, ideal for yoga and meditation. A certified fitness instructor, referred to as a Heartist, is available to assist guests with personalized exercise sessions

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2.2 Organizational Structure

Here is the organizational chart of Raffles Bali Hotel:

Table 2.4. Organization Chart



(Source: Raffles.com)

The organizational structure at Hotel Raffles Bali is led by a General Manager, who is responsible for all hotel operational activities. The General Manager is helped by the Assistant Manager and Deputy Assistant Manager, who work together to coordinate all departments to ensure they run smoothly and efficiently. Under the top management structure, there are several main departments. The Finance Department is led by the Financial Director, who is responsible for managing the hotel's finances. He is assisted by an Accountant and Cashier to handle financial reports and guest payment transactions.

The Front Office Department is responsible for direct guest services. Led by the Front Office Manager, assisted by the Assistant Front Office Manager, this department manages staff such as Front Desk Agents who handle check-in/check-out and Valet Parking who serve guest vehicle parking. For employee and human resource

management, there is an HR Manager assisted by an HR Assistant. This department handles recruitment, training, and employee welfare at the hotel.

The Food & Beverage Department has a more complex structure because it includes two main sections: the kitchen and the restaurant. The Food & Beverage Director leads this department. In the kitchen section, the Kitchen Manager oversees cooking activities alongside the Executive Chef. Below them are the Chef Lead, as well as several chefs with specialized skills such as Main Dishes Chef, Dessert Chef, and Side Dishes Chef. In the restaurant section, the Restaurant Manager leads a team consisting of Food Runners, Waiters, and Cashiers who serve guests in the dining area. The Sales and Reservation Department is led by the Sales Manager, who is responsible for the hotel's sales and marketing strategy. He is assisted by the Assistant Sales Manager and the Reservation staff, who manage room bookings and other services for guests.

The Pastry and Bakery Department in Raffles Bali is headed by the Executive Pastry Chef, in charge of the whole pastry and bakery operations and menu. The Executive Pastry Chef is assisted by the Pastry Sous Chef in charge of the day-to-day operations of the Rumari and Loloan restaurants. The day-to-day operations in the pastry department in terms of preparation, setting, and cleanliness of the area are done by the Pastry Chef de Partie and Pastry and Bakery Commis. The department is involved in preparing desserts to be served during dinner at the Rumari and Loloan outlets and acts as an in-charge during dinner service at Rumari. The team is involved in handling cookie animation activities targeting children at the Loloan outlet. Moreover, the Pastry and Bakery Department oversees bakery operations, including bread production for both outlets. In addition, they oversee breakfast services daily at Rumari Restaurant, which operates using an à la carte cart system rather than a buffet to facilitate coordination with other services at the restaurant.

Finally, there is the Logistics department, led by the Logistics Manager. He oversees various sub-sections such as the Purchase Manager for procurement, the Maintenance Manager for hotel facility maintenance, the Security Manager for security, and the Driver for hotel transportation services.