

**INTERNSHIP PROGRAM IN FOOD AND
BEVERAGE DEPARTMENT AT OAKWOOD JAKARTA**



INTERNSHIP REPORT

Theodore Halim Dharmawan

00000096240

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

2026

**INTERNSHIP PROGRAM IN FOOD AND
BEVERAGE DEPARTMENT AT OAKWOOD JAKARTA**



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INTERNSHIP REPORT

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

Theodore Halim Dharmawan

00000096240

**HOTEL OPERATIONS PROGRAM
FACULTY OF BUSINESS
UNIVERSITAS MULTIMEDIA NUSANTARA
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Name : Theodore Halim Dharmawan

Student ID : 00000096240

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SERVICE DIVISION AT OAKWOOD JAKARTA**

By:

Name: Theodore Halim Dharmawan

Student ID: 00000096240

Program : Hotel Operations

Faculty : Business

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

Tangerang, 5 January 2026

Examinor



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

Advisor



R A Liska Bikardi, S.ST.M.Si.Par.,
(NIDN. 3744765666137042)

Head of Hotel Operation Program



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

APPROVAL OF PUBLICATION PAGE

Saya yang bertandatangan di bawah ini:

Name : Theodore Halim Dharmawan

Student ID : 00000096240

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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 Food and Beverage Departement at Oakwood 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 the writer to complete it. Therefore, I express my gratitude to:

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5. My family who has provided material and moral support, so that I can complete this final project report.

Hopefully this business plan project contributes as a source of information and inspiration for others.

Tangerang, 05 January 2026



(Theodore Halim Dharmawan)

**INTERNSHIP PROGRAM IN FOOD AND BEVERAGESERVICE
DEPARTMENT AT OAKWOOD JAKARTA**

Theodore Halim Dharmawan

ABSTRAK

Laporan magang ini membahas pengalaman, kegiatan, dan hasil belajar selama program magang ambulan di Oakwood Hotel & Apartments PIK Jakarta, yang dilaksanakan dari 8 Juli 2025 hingga 7 Januari 2026. Industri perhotelan memainkan peran penting dalam mendukung pariwisata dan pertumbuhan ekonomi, dan terus mengalami perubahan serta persaingan yang ketat, terutama di era pasca-pandemi COVID-19. Oleh karena itu, pengalaman kerja praktis sangat penting bagi mahasiswa perhotelan untuk melengkapi pengetahuan teoretis yang diperoleh selama studi mereka. Program magang ini dilaksanakan di Departemen Layanan Makanan dan Minuman, khususnya di restoran utama Oakwood PIK Jakarta. Selama magang, penulis terlibat dalam berbagai kegiatan operasional seperti pelayanan sarapan, makan siang, dan makan malam, penyiapan meja, pelayanan tamu, koordinasi antar departemen, serta persiapan peralatan dan perlengkapan pelayanan. Melalui rotasi shift, penulis memperoleh pemahaman tentang operasional harian hotel dan meningkatkan keterampilan teknis, komunikasi, kerja tim, serta etik kerja profesional. Beberapa tantangan yang dihadapi selama magang meliputi penyesuaian dengan lingkungan kerja baru, perbedaan gaya kerja dengan rekan kerja, ruang kerja yang terbatas selama jam sibuk, dan akses lift yang terbatas. Tantangan-tantangan ini diatasi melalui pengamatan, komunikasi yang efektif, manajemen waktu, dan koordinasi antar departemen. Secara keseluruhan, pengalaman magang ini memberikan wawasan nyata tentang industri perhotelan dan meningkatkan kesiapan penulis untuk memasuki dunia profesional.

Kata kunci: Internship, Industri Perhotelan, Operasional

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ABSTRACT

This internship report discusses the experiences, activities, and learning outcomes during a six-month internship program at Oakwood Hotel & Apartments PIK Jakarta, which was conducted from July 8, 2025, to January 7, 2026. The hospitality industry plays a vital role in supporting tourism and economic growth, and continues to undergo changes and intense competition, especially in the post-COVID-19 pandemic era. Therefore, hands-on work experience is essential for hospitality students to complement the theoretical knowledge gained during their studies. This internship program was carried out in the Food and Beverage Service Department, specifically at the main restaurant of Oakwood PIK Jakarta. During the internship, the author was involved in various operational activities such as breakfast, lunch, and dinner service, table setting, guest service, interdepartmental coordination, and preparation of service equipment and supplies. Through shift rotations, the author gained an understanding of the hotel's daily operations and improved technical, communication, teamwork, and professional work ethic skills. Some of the challenges faced during the internship included adapting to a new work environment, differences in work styles with colleagues, limited workspace during busy hours, and limited elevator access. These challenges were overcome through observation, effective communication, time management, and interdepartmental coordination. Overall, this internship experience provided real insight into the hospitality industry and improved the author's readiness to enter the professional world.

Keywords: Internship, Hospitality Industry, operational.

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