

**INTERNSHIP PROGRAM IN FOOD AND BEVERAGE
DEPARTMENT AT THE LANGHAM HOTEL JAKARTA**



INTERNSHIP REPORT

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HOTEL OPERATIONS PROGRAM

FACULTY OF BUSINESS

UNIVERSITAS MULTIMEDIA NUSANTARA

TANGERANG

2026

**INTERNSHIP PROGRAM IN FOOD AND BEVERAGE
DEPARTMENT AT THE LANGHAM HOTEL JAKARTA**



INTERNSHIP REPORT

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

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TANGERANG
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Hereby, I:

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Internship report with title of:

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Tangerang, 23 December 2025



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CONSENT PAGE

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PREFACE

Gratitude is given to God Almighty for the opportunity to complete the internship program and the preparation of this report entitled “Internship Program in Food and Beverage Department at The Langham Hotel Jakarta.” The writer realizes that this report could not have been completed without the support and guidance of various parties. Therefore, sincere appreciation is extended to:

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4. My seniors and co-workers in T'ang Court and The Langham Jakarta, for welcoming and guiding me during the internship.
5. My parents, friends, and family who have provided material and moral support, enabling me to complete this Internship report.

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

Tangerang, 23 December 2025



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PROGRAM MAGANG PADA DEPARTEMEN MAKANAN DAN MINUMAN DI
THE LANGHAM HOTEL JAKARTA

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ABSTRAK

Di hotel, terdapat berbagai macam lapangan pekerjaan yang tersedia dengan berbagai keahlian berdasarkan department yang terdapat di hotel, seperti: Food and Beverage Department yang memiliki tanggung jawab untuk memastikan kepuasaan tamu ketika menginap dan menjaga kualitas makanan dari dapur ke tamu. Tidak hanya itu, department ini juga harus selalu memperhatikan kebersihan lingkungan restoran, menyambut tamu sesuai prosedur, hingga menangani keluhan tamu menjadi tanggung jawab besar yang harus selalu dipegang oleh staf F&B. Kegiatan program magang yang dilaksanakan di The Langham Hotel Jakarta ini, memiliki tujuan untuk memberikan pengalaman langsung kepada mahasiswa dalam dunia kerja khususnya di industri perhotelan, serta memperkuat keterampilan teknis dan sikap profesional di bidang pelayanan makanan dan minuman. Selama magang di restoran T'ang Court, penulis mendapatkan wawasan tentang operasional hotel, prosedur pelayanan tamu, koordinasi antar departemen, serta pentingnya kualitas sumber daya manusia dan teknologi dalam meningkatkan kepuasan tamu. Selama magang, penulis juga mengidentifikasi beberapa tantangan dalam pelayanan sehingga pengalaman ini menjadi pelajaran untuk menghadapi profesionalitas dunia kerja di industri perhotelan.

Kata kunci: Food and Beverage Department, The Langham Hotel Jakarta, *Program Magang*, T'ang Court

INTERNSHIP PROGRAM IN FOOD AND BEVERAGE DEPARTMENT AT THE
LANGHAM HOTEL JAKARTA

Dewintia

ABSTRACT

In a hotel, there are many types of jobs available, each requiring different skills depending on the hotel department. For example, the Food and Beverage department is responsible for ensuring guest satisfaction during their stay and maintaining the quality of food served from the kitchen to the guests. This department also has to keep the restaurant area clean, welcome guests according to procedures, and handle guest complaints properly, all of which are important responsibilities for F&B staff. This internship program that has been completed in The Langham Hotel Jakarta aims to give students real work experience, especially in the hotel industry, and to strengthen technical skills and professional behavior in food and beverage service. During internship at the T'ang Court, the writer gained insights into hotel operations, guest service procedures, inter-department coordination, and the importance of human resources and technology in improving guest satisfaction. During the internship, the writer also faced some service challenges, which became valuable lessons for future work in the hospitality industry.

Key words: Food and Beverage Department, The Langham Hotel Jakarta, Internship Program, T'ang Court

TABLE OF CONTENT

TITEL PAGE	i
NON – PLAGIARISM DECLARATION FORM	ii
CONSENT PAGE	iii
PREFACE	iv
ABSTRAK	v
ABSTRACT	vi
TABLE OF CONTENT	vii
LIST OF FIGURES	viii
LIST OF TABLES	x
LIST OF APPENDIXES	xi
CHAPTER I. INTRODUCTION	1
1.1 Background	1
1.2 Purpose	3
1.3 Period and Procedure	5
CHAPTER II. GENERAL DESCRIPTION	7
2.1 Hotel's Profile	7
2.1.1 History	7
2.1.2 Facilities	9
2.2 Organizational Structure	21
CHAPTER III. TRAINEE PERFORMANCE	25
3.1 Placement and Coordination	25
3.2 Job Description	26
3.3 Problem and Solution	29
CHAPTER IV. CONCLUSION AND RECOMMENDATION	30
4.1 Conclusion	30
4.2 Recommendation	30
4.2.1 Recommendation for The Langham Jakarta	30
4.2.2 Recommendation for Hotel Operations Program	32
4.2.3 Recommendation for Junior Students	32
4.3 Additional Picture	33
REFERENCES	34
APPENDIX	36

LIST OF FIGURES

Figure 2.1 <i>The Langham Hotel Jakarta's Building</i>	8
Figure 2.2 <i>The Langham Hotel Jakarta's Logo</i>	9
Figure 2.3 <i>Superior Double Room</i>	9
Figure 2.4 <i>Deluxe King Room</i>	10
Figure 2.5 <i>Deluxe Cityscape King Room</i>	10
Figure 2.6 <i>Deluxe Cityscape Twin Room</i>	10
Figure 2.7 <i>Deluxe Skyline Kong Room</i>	10
Figure 2.8 <i>Deluxe Skyline Twin Room</i>	11
Figure 2.9 <i>Executive King Room</i>	11
Figure 2.10 <i>Executive Cityscape King Room</i>	11
Figure 2.11 <i>Suite One Bed Room</i>	11
Figure 2.12 <i>Alice By Tom Aikens</i>	12
Figure 2.13 <i>Tom's By Tom Aikens</i>	12
Figure 2.14 <i>T'ang Court</i>	13
Figure 2.15 <i>Morimoto</i>	13
Figure 2.16 <i>Artesian Bar Jakarta</i>	13
Figure 2.17 <i>Chuan SPA</i>	14
Figure 2.18 <i>Health Club</i>	14
Figure 2.19 <i>Swimming Pool</i>	15
Figure 2.20 <i>Barberia At The Langham</i>	15
Figure 2.21 <i>The Langham Ballroom</i>	16
Figure 2.22 <i>Chelsea East</i>	16
Figure 2.23 <i>Bloomsbury</i>	16
Figure 2.24 <i>Knightsbridge</i>	17
Figure 2.25 <i>Richmond</i>	17
Figure 2.26 <i>Piccadilly East</i>	17
Figure 2.27 <i>The Hampton Garden</i>	17
Figure 2.28 <i>West Main Dining</i>	18
Figure 2.29 <i>Sharing Table at West main Dining</i>	18
Figure 2.30 <i>Hostess's Table</i>	19
Figure 2.31 <i>East Main Dining</i>	19
Figure 2.32 <i>Sharing Table At East Main Dining</i>	19

Figure 2.33 <i>Private Room</i>	19
Figure 2.34 <i>Private Room Sharing Table 1</i>	20
Figure 2.35 <i>Private Room Sharing Table 2</i>	20
Figure 2.36 <i>Hot Box</i>	20
Figure 2.37 <i>Waiting Area</i>	20
Figure 3.1 <i>Handling Napkin</i>	28
Figure 3.2 <i>Preparing Condiments</i>	28
Figure 3.3 <i>Preparing Chinese Tea</i>	28
Figure 3.4 <i>Completing Spare Cutleries</i>	28
Figure 3.5 <i>Set Up Table</i>	28
Figure 3.6 <i>Set Up Table's Prepare</i>	28
Figure 4.1 <i>First Day Internship</i>	33
Figure 4.2 <i>T'ang Court Team</i>	33
Figure 4.3 <i>Last Intern Gathering</i>	33
Figure 4.4 <i>Intern Farewell</i>	33

LIST OF TABLES

Table 2.1 <i>Room Types</i>	9
Table 2.2 <i>Restaurants</i>	12
Table 2.3 <i>Fitness and Wellness</i>	14
Table 2.4 <i>Meetings and Events</i>	16
Table 2.5 <i>Facilities at T'ang Court</i>	18
Table 2.6 <i>The Langham Hotel Jakarta Organizational Structure</i>	21
Table 2.7 <i>The Food and Beverage Department Organizational Structure</i>	22
Table 2.8 <i>The T'ang Court Organizational Structure</i>	23

LIST OF APPNEDIXES

A. MBKM-01 Cover Letter MBKM Internship Track 1	36
B. MBKM-02 MBKM Internship Track 1 Card	37
C. MBKM-03 Daily Task – Internship Track 1	38
D. MBKM-04 REPORT VERIFICATION	40
E. TURNITIN RESULT	41