

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



INTERNSHIP REPORT

DEWINTIA

00000078108

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.)

DEWINTIA

00000078108

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

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Hereby, I:

Name : Dewintia

Student ID : 00000078108

Program : Hotel Operations

Internship report with title of:

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Tangerang, 23 December 2025

A handwritten signature in black ink, appearing to be 'Dewintia', with a stylized flourish at the end.

(Dewintia)

CONSENT PAGE

Internship report with title of

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

By:

Name : Dewintia

Student ID : 00000078108

Program : Hotel Operations

Faculty : Business

Has been approved to be submitted to

Internship Examination Session Universitas Multimedia Nusantara.

Tangerang, 23 December 2025

Advisor

Oqke Prawira Triutama., S.ST.,M.,Si.Par. CHE

(NIDN. 0428108007)

Head of Hotel Operations Program

Oqke Prawira Triutama., S.ST.,M.,Si.Par. CHE

(NIDN. 0428108007)

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



(Dewintia)

00000078108

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

Dewintia

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 kepuasan 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

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