

**INTERNSHIP PROGRAM REPORT IN PASTRY AND BAKERY
PRODUCTION DEPARTMENT AT ST. REGIS JAKARTA
HOTEL AND RESIDENCE**



INTERNSHIP REPORT

SELVY

00000109495

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

**INTERNSHIP PROGRAM REPORT IN PASTRY AND BAKERY
PRODUCTION DEPARTMENT AT ST. REGIS JAKARTA
HOTEL AND RESIDENCE**



INTERNSHIP REPORT

Submitted as one of the requirements for obtaining an Associate

Diploma in Tourism (A.Md.Par.)

SELVY

00000109495

HOTEL OPERATIONS STUDY PROGRAM

FACULTY OF BUSINESS

UNIVERSITAS MULTIMEDIA NUSANTARA

TANGERANG

2026

NON – PLAGIARISM DECLARATION FORM

Hereby, I:

Name : Selvy
Student ID : 00000109495
Program : Hotel Operations

Internship report with title of:

Internship Program in Pastry and Bakery Division at The St. Regis Jakarta is my own work not plagiarized from scientific works written by others, and all sources both quoted and referred to have been correctly stated and listed in the Bibliography.

If in the future it is proven that fraud / irregularities are found, both in the implementation of the internship report and in the writing of the internship report, I am willing to accept the consequences of being declared NOT PASSED for the final assignment that I have taken.

Tangerang, 6 Januari 2025



(Selvy)

CONSENT PAGE

Internship report with title of
**“INTERNSHIP PROGRAM REPORT IN FOOD PRODUCTION
DEPARTMENT AT ST. REGIS JAKARTA HOTEL AND RESIDENCE ”**

By:

Name : Selvy
Student ID : 00000109495
Program : Hotel Operations
Faculty : Business

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

Tangerang, 23 December 2025

Advisor,



Rudolf Liska Bikardi STT. Par, MSMM
(NUPTK. 3744765666137042)

Head of Hotel Operations Program



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

ENDORSEMENT PAGE

The internship report titled:

**“INTERNSHIP PROGRAM REPORT IN FOOD PRODUCTION
DEPARTMENT AT ST. REGIS JAKARTA HOTEL AND
RESIDENCE”**

By

Full name : Selvy
Student ID : 00000109495
Study Program : Hotel Operation
Faculty : Business

Has been tested on Thursday, 8 Januari 2026

From 13.00 to 14.00 and was stated

PASSED

With the order of examiners as follow:

Advisor



Rudolf Liska Bikardi STT. Par. MSMM.
(NUPTK. 3744765666137042)

Reviewer



Tri Ananti Listiana
(NIDN. 0324127604)

Head of Hotel Operations Program

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

APPROVAL OF PUBLICATION

I hereby,

Full Name : Selvy

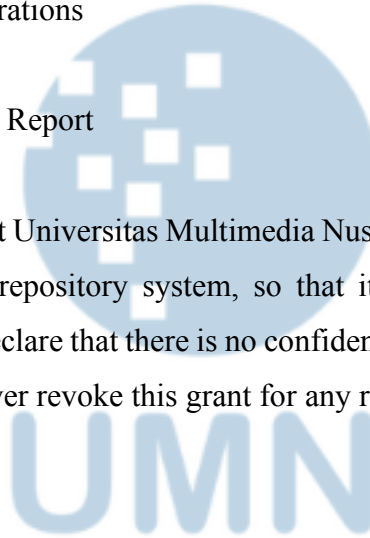
Student ID : 00000109495

Study Program : Hotel Operations

Faculty : Business

Type of Work : Internship Report

Solely state that I fully grant Universitas Multimedia Nusantara to publish my work at the Knowledge Center repository system, so that it can be accessed by the Academics/Public. I also declare that there is no confidential information presented in my paper, and would never revoke this grant for any reason.



(Selvy)

PREFACE

Gratitude for the blessings and grace to God Almighty, for the completion of this internship report with the title: “Internship Program in Food Production Department at St. Regis Jakarta Hotel and Residence” 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:

1. Dr. Ir. Andrey Andoko, M.Sc., as the Rector of Universitas Multimedia Nusantara.
2. Dr. Prio Utomo, S.T, MPC, as the Dean of the Business Faculty in Universitas Multimedia Nusantara.
3. Mr. Oqke Prawira, SST. Par, M.Si.Par, as the Head of the Hotel Operations Program in Universitas Multimedia Nusantara.
4. Rudolf Liska Bikardi STT.ParMSMM, as the Advisor who has devoted a lot of time to provide guidance, direction, and motivation for the completion of this Internship report.
5. To all the staff at St. Regis Jakarta Hotel and Residence 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.

Tangerang, 12 June 2025



(Selvy)

INTERNSHIP PROGRAM REPORT IN FOOD PRODUCTION DEPARTMENT AT ST. REGIS JAKARTA HOTEL AND RESIDENCE

Selvy

ABSTRAK

Industri perhotelan terus mengalami kemajuan seiring dengan berkembangnya tren kuliner global serta meningkatnya harapan tamu terhadap mutu sajian makanan, termasuk produk pastry dan bakery. Melalui kegiatan magang di Departemen Produksi Pastry dan Bakery *St. Regis Jakarta Hotel and Residence*, penulis mendapatkan pembelajaran langsung mengenai proses pembuatan berbagai jenis pastry, bakery, serta coklat yang sesuai dengan standar hotel internasional. Pengalaman ini tidak hanya memberikan pelatihan teknis, tetapi juga mengasah kedisiplinan, ketelitian, dan kreativitas dalam lingkungan kerja yang profesional. Sebagai salah satu hotel bintang lima di Jakarta, *St. Regis Jakarta Hotel and Residence* dikenal dengan sajian dessert yang elegan dan kreatif, yang tentunya menuntut profesionalisme dan ketepatan dari seluruh tim pastry. Selama masa magang, penulis berpartisipasi dalam sejumlah kegiatan operasional seperti pembuatan adonan baik pastry dan bakery, teknik *garnish* kue, pengolahan coklat, hingga penataan produk untuk layanan buffet maupun *à la carte*. Penulis juga mempelajari pentingnya koordinasi tim, pengelolaan waktu, serta konsistensi dalam menjaga kualitas produk. Selama menjalani program magang penulis mengalami beberapa kendala yakni kapasitas tempat produksi yang tidak terlalu luas serta alat operasional yang terbatas. Program magang ini sangat membantu penulis untuk mengembangkan skill dan mempersiapkan mahasiswa untuk memasuki industri perhotelan. Laporan ini diharapkan dapat menjadi referensi dan motivasi bagi mahasiswa yang ingin memperdalam keterampilan di bidang pastry dan bakery, khususnya di lingkungan hotel mewah.

Kata kunci: *Pastry and Bakery Departement, St. Regis Jakarta Hotel and Residence, Magang, Produksi Kue, Dunia Perhotelan.*

INTERNSHIP PROGRAM REPORT IN FOOD PRODUCTION DEPARTMENT AT ST. REGIS JAKARTA HOTEL AND RESIDENCE

Selvy

ABSTRACT

The hospitality industry continues to advance in line with the development of global culinary trends and the increasing expectations of guests regarding the quality of food offerings, including pastry and bakery products. Through an internship in the Pastry and Bakery Production Department at St. Regis Jakarta Hotel and Residence, the author gained hands-on experience in producing various types of pastries, bakery items, and chocolates in accordance with international hotel standards. This experience not only provided technical training but also sharpened discipline, precision, and creativity within a professional work environment. As one of the five-star hotels in Jakarta, St. Regis Jakarta Hotel and Residence is renowned for its elegant and creative dessert selections, which demand professionalism and accuracy from the entire pastry team. During the internship period, the author participated in a number of operational activities, such as preparing pastry and bakery dough, cake garnish techniques, chocolate processing, and product arrangement for buffet and à la carte service. The author also learned the importance of team coordination, time management, and maintaining consistency in product quality. Throughout the internship program, the author encountered several challenges, including limited production space and restricted operational equipment. Nevertheless, the internship significantly enhanced the author's skills and prepared the student to enter the hospitality industry. This report is expected to serve as a reference and motivation for students who wish to deepen their skills in pastry and bakery, particularly within the luxury hotel environment.

Keywords: Pastry and Bakery Production Department, St. Regis Jakarta Hotel and Residence, Internship, Cake Production, Hospitality Industry.

TABLE OF CONTENT

INTERNSHIP PROGRAM REPORT IN PASTRY AND BAKERY DEPARTMENT AT ST. REGIS JAKARTA HOTEL AND RESIDENCE	i
NON – PLAGIARISM DECLARATION FORM.....	ii
CONSENT PAGE.....	iii
APPROVAL OF PUBLICATION.....	v
PREFACE	vi
ABSTRAK	vii
ABSTRACT	viii
LIST OF TABLES.....	xi
LIST OF APPENDIX.....	xii
CHAPTER I INTRODUCTION.....	1
1.1 Background	1
1.2 Purpose	2
1.3 Period and Procedures	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.....	15
CHAPTER III TRAINEE PERFORMANCE.....	17
3.1 Placement and Coordination	17
3.2 Job Description.....	19
3.3 Problem and Solution	20
CHAPTER IV CONCLUSION AND RECOMMENDATION.....	22
4.1 Conclusion.....	22
4.2 Recommendation.....	23
APPENDIX.....	25
REFERENCE	33

LIST OF FIGURES

Figure 2.1 Hotel's Picture	7
Figure 2.2 Hotel's Logo	7
Figure 2.3 Deluxe King Room	9
Figure 2.4 Deluxe Twin Room	9
Figure 2.5 Grand Deluxe Room	9
Figure 2.6 Caroline Astor Suite	10
Figure 2.7 Empire Suite	10
Figure 2.8 Metropolitan Suite	10
Figure 2.9 Presidential Suite	10
Figure 2.10 The St. Regis Bar	11
Figure 2.11 The Pool Bar	11
Figure 2.12 Bel Etage	11
Figure 2.13 Rose Gourmand Deli	11
Figure 2.14 The Drawing Room	12
Figure 2.15 J.J.A.	12
Figure 2.16 The St. Regis Spa Jakarta	13
Figure 2.17 The Fitness Center	13
Figure 2.18 The St. Regis Pool	13
Figure 2.19 Astor Ballroom	14
Figure 2.20 Caroline Astor Ballroom	14
Figure 2.21 Maisonette	14
Figure 2.22 Organization Chart	15

LIST OF TABLES

Table 2.1 Room Types.....	9
Table 2.2 Restaurants	11
Table 2.3 Fitness and Wellness.....	13
Table 2.4 Meeting and Events	14



LIST OF APPENDIX

A. MBKM Cover Letter – MBKM 01	25
B. MBKM Card – MBKM 02	26
C. MBKM Daily Task – MBKM 03	27
D. Verification Sheet – MBKM 04	29
E. MBKM Acceptance Letter (LoA).....	30
F. Appendix Checking Turnitin Results.....	31
G. All work result of tasks carried out during MBKM.....	32

