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Title : Internship Experiences of Indonesian Students at
Sheraton Petaling Jaya Hotel Malaysia as a Waiter
In Food and Beverage Department
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SUMMARY

This final project report is based on a six-month internship that I carried out at the Sheraton Petaling Jaya Hotel in Malaysia. The main purposes of this project report are to explain my internship experience at Sheraton Petaling Jaya Malaysia, describe the process of creating a pocket book entitled *“Internship Experiences of Indonesian Students at Sheraton Petaling Jaya Hotel Malaysia as Waiters in the Food and Beverage Department”*, and identify the problems and solutions I encountered during the book-making process. This pocket book is expected to serve as a source of information and inspiration for Indonesian students who are interested in joining overseas internship programs. By sharing real stories from the work experience in the Food & Beverage and Front Office departments as a waiter and receptionist, it is hoped to give readers a clear insight into the internship journey.

During the internship, there are three methods: observation, interviews, and documentation. The process of creating the pocket book involved several stages, including pre-writing, drafting, revising, editing, and publishing. This is a pocket book that contains my personal experiences during the international internship, which is intended to help and encourage other students who wish to take part in similar programs.

I faced several challenges during the process, such as the lack of experience in writing a book, difficulties in developing the content, and limited documentation. To overcome these obstacles, I learned about graphic design through various social media platforms, regularly consulted with my academic advisor, and asked for documentation from friends who were also doing their internship at the same place.

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Judul : *Internship Experiences of Indonesian Students at Sheraton Petaling Jaya Hotel Malaysia as a Waiter In Food and Beverage Feast Department*
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RINGKASAN

Laporan Tugas Akhir ini disusun berdasarkan praktek kerja lapangan yang dilaksanakan selama enam bulan di Sheraton Petaling Jaya hotel Malaysia. Tujuan utama dari pembuatan laporan magang ini yaitu untuk menjelaskan pengalaman magang di Sheraton Petaling Jaya Malaysia, menjelaskan proses pembuatan buku saku yang berjudul "*Internship Experiences of Indonesian Students at Sheraton Petaling Jaya hotel Malaysia as a Waiter in Food and Beverage Feast Department*", dan mengidentifikasi masalah dan solusi dalam pembuatan buku saku. Buku saku ini diharapkan dapat menjadi sumber informasi dan inspirasi bagi mahasiswa Indonesia yang memiliki minat untuk mengikuti program magang di luar negeri. Dengan menyajikan cerita langsung dari pengalaman kerja di departemen *F&B* dan *Front office* sebagai pramusaji dan *receptionist*. Dalam melaksanakan praktek kerja, penulis menggunakan tiga metode yaitu observasi, wawancara dan dokumentasi.

Proses pembuatan buku saku memiliki beberapa tahap seperti pra-penulisan, penyusunan, revisi, pengeditan, dan penerbitan adapun hasil praktik kerja lapangan di Sheraton Petaling Jaya hotel Malaysia adalah buku saku yang berisi pengalaman dari penulis dalam melaksanakan kegiatan magang internasional yang ditujukan untuk para mahasiswa lain yang ingin melakukan kegiatan magang internasional juga. Ada beberapa kendala yang dihadapi oleh penulis yaitu kurangnya pengalaman penulis dalam membuat suatu buku, pembuatan isi buku, dan kurangnya dokumentasi oleh penulis. Untuk mengatasi hal ini penulis mencoba belajar mengenai desain grafis melalui berbagai platform social media, selalu berkonsultasi dengan dosen pembimbing, dan juga meminta dokumentasi kepada teman penulis yang melakukan kegiatan magang di tempat yang sama.