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### SUMMARY

This job training report entitled “Internship Experience as a Front Desk Club Lounge Department at Sheraton Petaling Jaya Malaysia,” is based on a six month internship conducted from August 9, 2024, to February 7, 2025, at the Sheraton Petaling Jaya Hotel, Malaysia. This job training report was created to explain the implementation of the work training and to connect theory and practice directly at the Sheraton Petaling Jaya Hotel Malaysia. A pocketbook was also created as a printed information resource for students who want to carry out a similar internship program. In this report, I also explains the stages in the process of produce the pocketbook entitled “Indonesia Interns Experiences at Sheraton Petaling Jaya Hotel Malaysia” and conveys several obstacles and solutions during the work training at Sheraton Petaling Jaya Hotel Malaysia.

During the job training, observation, interview, and documentation were used as methods to create a pocketbook. Observation helped to gain information about the hotel environment, while interview to get insight from the staff about this hotel. Documentation helped for reminder detail activity or procedure during the job training.

One of the challenges faced in creating the pocketbook was the lack of effective communication among the team. In addition, there was limited time for discussion and a lack of initiative in completing individual job responsibilities. To face these issues, steps were taken to enhance communication between the team by encouraging open discussions and collaboratively deciding on the format and design of the pocketbook.

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### **RINGKASAN**

Laporan kerja praktek ini berjudul “Pengalaman Magang sebagai Front Desk Club Lounge Department di Sheraton Petaling Jaya Malaysia” ini didasarkan pada pelatihan magang selama enam bulan yang dilaksanakan mulai 9 Agustus 2024 hingga 7 Februari 2025 di Hotel Sheraton Petaling Jaya, Malaysia. Laporan kerja praktek ini dibuat untuk menjelaskan pelaksanaan pelatihan kerja serta menghubungkan antara teori dan praktek kerja secara langsung di Sheraton Petaling Jaya Hotel Malaysia. Buku saku juga dibuat sebagai sumber informasi tercetak bagi mahasiswa yang ingin melaksanakan program magang serupa. Di laporan ini juga penulis menjelaskan tahap tahap dalam proses pembuatan buku sampul yang berjudul “Indonesia Interns Experiences at Sheraton Petaling Jaya Hotel Malaysia” serta menyampaikan beberapa hambatan dan solusi selama pelatihan kerja di Sheraton Petaling Jaya Hotel Malaysia.

Selama pelatihan kerja, observasi, wawancara, dan dokumentasi digunakan untuk menyusun buku panduan ini. Observasi membantu mengumpulkan informasi tentang lingkungan hotel, sementara wawancara membantu menggali pendapat mendalam dari staf tentang hotel tersebut. Dokumentasi membantu mengingat detail kegiatan atau prosedur selama pelatihan kerja.

Salah satu tantangan yang dihadapi dalam pengembangan buku saku ini adalah kurangnya komunikasi yang efektif antar tim. Selain itu, waktu untuk berdiskusi terbatas dan kurangnya inisiatif dalam menyelesaikan tanggung jawab pekerjaan masing-masing. Untuk mengatasi masalah ini, langkah-langkah telah diambil untuk meningkatkan komunikasi antar tim dengan mendorong diskusi terbuka dan secara kolaboratif menentukan format dan desain buku saku.