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Nomor Induk Mahasiswa : J0A022052
Judul : Internship Experience As A Front Desk and Club
Lounge Staff at Sheraton Petaling Jaya Hotel
Malaysia
Pembimbing : 1. Rosdiana Puspita Sari, S.S., M.A.,
2. Septi Mariasari, S.Pd., M.Hum.,
Penguji : 1. Gigih Ariastuti Purwandari, S.S., M.Hum.,
2. Lely Tri Wijayanti, S.S., M.A.,

SUMMARY

The job training report entitled “Internship Experience as a Front Office and Club Lounge Trainee at Sheraton Petaling Jaya Hotel Malaysia” contains the information about author's experience during the internship at a five-star hotel in Malaysia, as well as the process of preparing a pocket book as a learning medium. This book is intended for students who want to know more about the world of work abroad, especially in the hospitality industry.

In developing this pocketbook, the author identified various essential elements that needed to be incorporated to ensure the final product was both informative and engaging. The process involved several systematic data collection methods, including observation, interviews, and documentation. First, the observation method was conducted to directly examine how the internship system and work procedures operated within the Sheraton Petaling Jaya Hotel environment. Second, interviews were conducted with relevant parties to obtain detailed information regarding the tasks, responsibilities, and procedures undertaken during the internship program. Third, documentation served as an additional data source by providing visual evidence and supporting materials that strengthened the informational content of each department described in the book. The output of these three methods was analyzed and processed into written narratives, complemented by relevant photographs and illustrations, which were then systematically organized during the product development stage.

The author faced challenges in selecting appropriate wording and constructing clear, coherent sentences, which required several revisions. To address this issue, the author consulted reference materials, reviewed similar works, and sought feedback from supervisors and peers to improve clarity and language accuracy. Difficulties also arose in designing an attractive and readable book layout, as elements such as color choices, fonts, and spacing had to be carefully considered. To overcome these challenges, the author studied basic principles of graphic design, explored layout examples, and conducted several trial and error revisions. Limited experience with graphic design and layout software further contributed to these challenges, making the production process more time consuming; however, this was mitigated through practice, the use of tutorials, and guidance from more experienced individuals, which ultimately improved the quality of the final product.

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RINGKASAN

Laporan kerja praktik yang berjudul “Internship Experience as a Front Office and Club Lounge Trainee at Sheraton Petaling Jaya Hotel Malaysia” memuat informasi mengenai pengalaman penulis selama melaksanakan kegiatan magang di sebuah hotel bintang lima di Malaysia, serta proses penyusunan pocket book sebagai media pembelajaran. Buku ini ditujukan bagi mahasiswa yang ingin mengetahui lebih jauh tentang dunia kerja di luar negeri, khususnya di bidang perhotelan.

Dalam pengembangan pocket book ini, penulis mengidentifikasi berbagai unsur penting yang perlu dimasukkan agar produk akhir bersifat informatif dan menarik. Proses penyusunannya melibatkan beberapa metode pengumpulan data secara sistematis, yaitu observasi, wawancara, dan dokumentasi. Pertama, metode observasi dilakukan untuk mengamati secara langsung bagaimana sistem magang dan prosedur kerja diterapkan di lingkungan Sheraton Petaling Jaya Hotel. Kedua, wawancara dilakukan dengan pihak-pihak terkait guna memperoleh informasi yang rinci mengenai tugas, tanggung jawab, serta prosedur yang dijalankan selama program magang. Ketiga, dokumentasi berfungsi sebagai sumber data tambahan yang menyediakan bukti visual dan materi pendukung untuk memperkuat isi informasi dari setiap departemen yang dijelaskan dalam buku. Hasil dari ketiga metode tersebut dianalisis dan diolah menjadi narasi tertulis yang dilengkapi dengan foto serta ilustrasi yang relevan, kemudian disusun secara sistematis pada tahap pengembangan produk.

Penulis juga menghadapi beberapa kendala dalam pemilihan diksi yang tepat serta penyusunan kalimat yang jelas dan koheren, sehingga diperlukan beberapa kali revisi. Untuk mengatasi hal tersebut, penulis mempelajari berbagai referensi, menelaah karya sejenis, serta meminta masukan dari dosen pembimbing dan rekan sejawat guna meningkatkan kejelasan dan ketepatan bahasa. Selain itu, tantangan juga muncul dalam merancang tata letak buku yang menarik dan mudah dibaca, karena aspek seperti pemilihan warna, jenis huruf, dan jarak antar elemen harus dipertimbangkan dengan cermat. Untuk mengatasinya, penulis mempelajari prinsip dasar desain grafis, mengeksplorasi berbagai contoh tata letak, serta melakukan beberapa kali percobaan dan revisi. Keterbatasan pengalaman dalam menggunakan perangkat lunak desain grafis dan tata letak turut menyebabkan proses produksi menjadi lebih memakan waktu. Namun demikian, kendala tersebut dapat diatasi melalui latihan, pemanfaatan tutorial, serta bimbingan dari pihak yang lebih berpengalaman, sehingga kualitas produk akhir dapat ditingkatkan.