

**EXPLORING STUDENT'S EXPERIENCES IN INTERNSHIP
PROGRAM AT ONSEN HOT SPRING HOTEL & RESORT**

THESIS



FACULTY OF TEACHER TRAINING AND EDUCATION

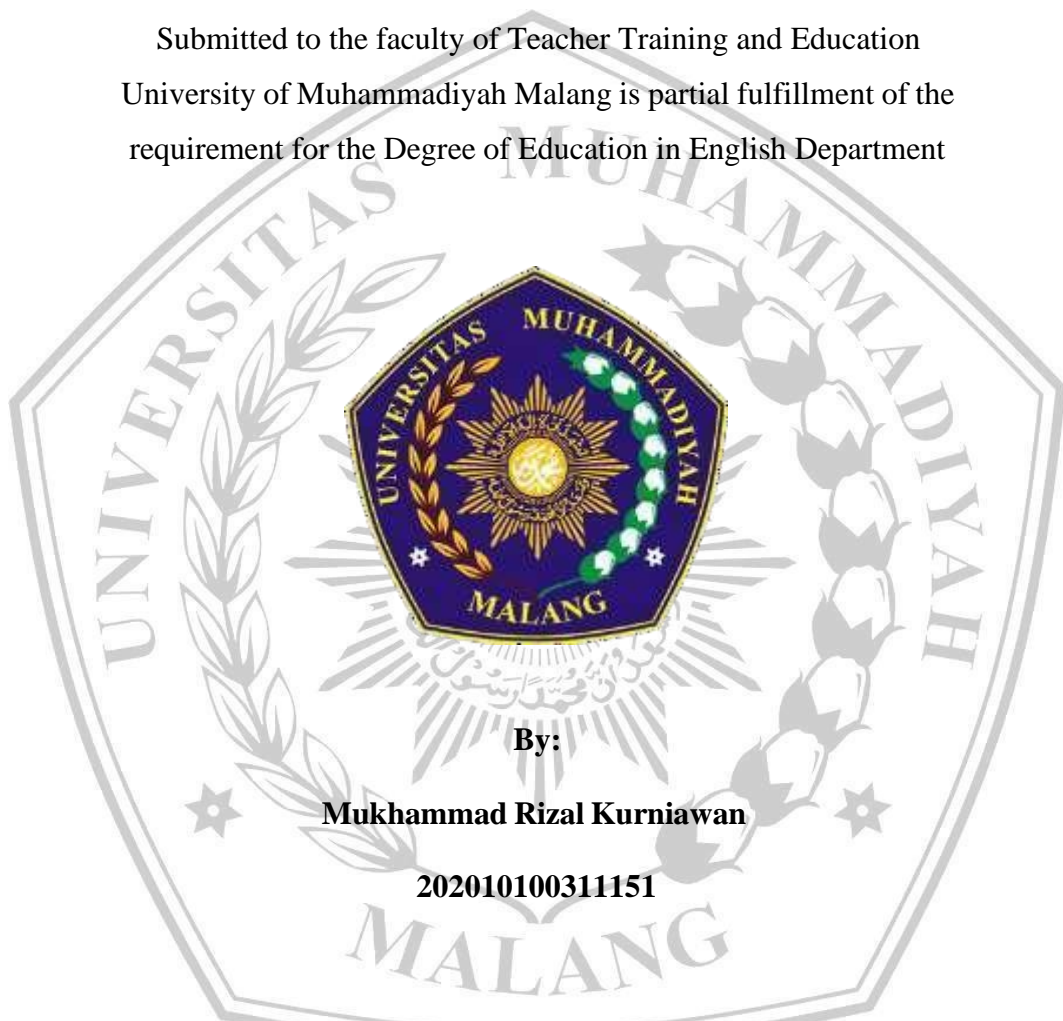
UNIVERSITY OF MUHAMMADIYAH MALANG

2023/2024

**EXPLORING STUDENT’S EXPERIENCES IN INTERNSHIP
PROGRAM AT ONSEN HOT SPRING HOTEL & RESORT**

THESIS

Submitted to the faculty of Teacher Training and Education
University of Muhammadiyah Malang is partial fulfillment of the
requirement for the Degree of Education in English Department



By:

Mukhammad Rizal Kurniawan

202010100311151

ENGLISH LANGUAGE EDUCATION DEPARTMENT

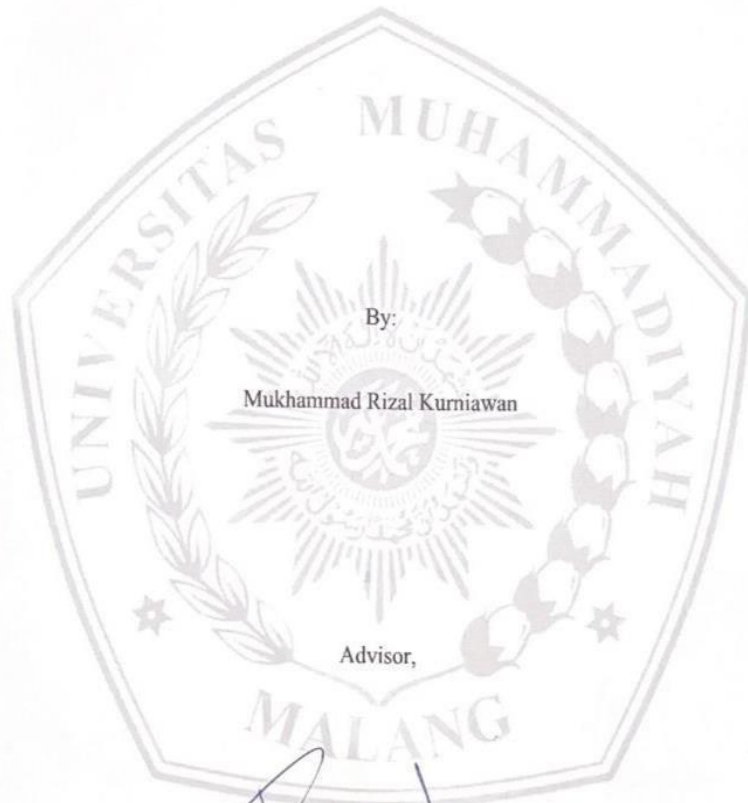
FACULTY OF TEACHER TRAINING AND EDUCATION

UNIVERSITY OF MUHAMMADIYAH MALANG

2023/2024

APPROVAL

This thesis was written by Mukhammad Rizal Kurniawan and was approved on 9th June, 2024



By:

Mukhammad Rizal Kurniawan

Advisor,

A handwritten signature in black ink, appearing to read "Bayu Hendro Wicaksono", is written over the seal.

Bayu Hendro Wicaksono, M.Ed., Ph.D.

APPROVAL PAGE

This thesis was defended in front of the examiners of the Faculty of Teacher Training and Education of the University of Muhammadiyah Malang and accepted as one of the requirements to achieve a bachelor's degree in English Education.

Approved by:

Faculty of Teacher Training and Education
University of Muhammadiyah Malang



Dean,

Prof. Dr. Trisakti Handayani, MM

Examiner 1,

Teguh Hadi Saputro, S.Pd., M.A

Examiner 2,

Rafika Rabba Farah, M.Ed

Advisor,

Bayu Hendro Wicaksono, M.Ed., Ph.D

MOTTOS AND DEDICATIONS

MOTTOS

“Grateful to yourself, amazed by God, the first step always feels like climbing Everest, but remember, every peak starts from the foot of the mountain.”

DEDICATIONS:

This thesis is dedicated to:

- My beloved parents, Bapak Muhammad Nasrullah and Ibu Ana Mufida
- My precious friends, Elsa, Herin, Bening and so on.
- Thank you to Mr. Bayu Hendro Wicaksono, M.Ed., Ph.D., as my supervisor in writing this thesis.
- Myself, for being strong and patient who has worked hard for this thesis completion.
- Thank you to all my friends that I can't mention one by one

AUTHOR'S DECLARATION OF ORIGINALITY

I hereby declare that the intellectual content of this thesis is the product of my own work and has not been submitted to any other University or Institution.

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Malang, 09th June 2024



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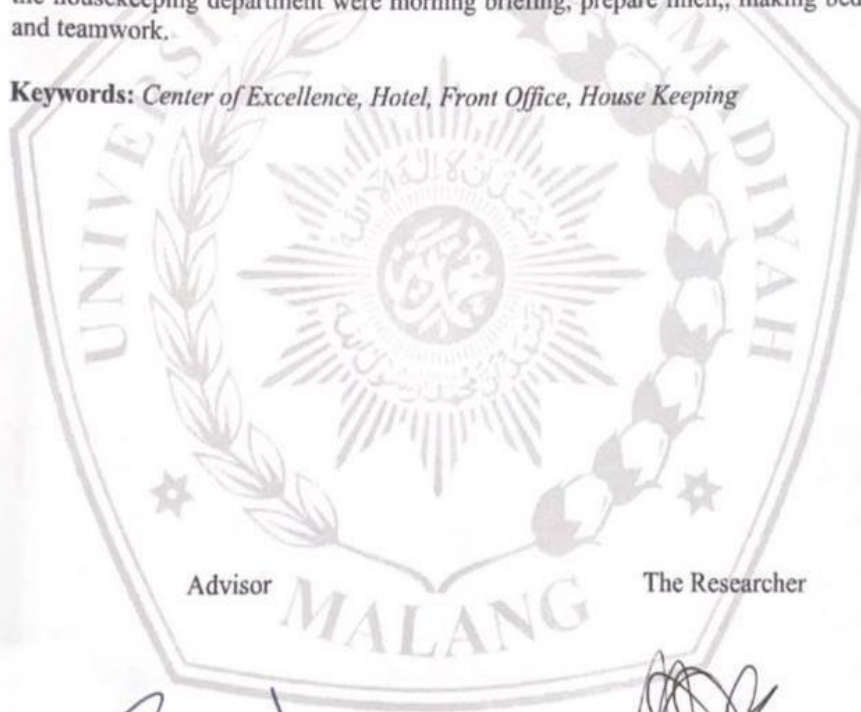
In the name of Allah SWT, the beneficent and the merciful, praise and gratitude be to Allah SWT for giving the strength and guidance as I can finish this thesis accordingly. Peace and blessing be upon Prophet Muhammad SAW, his family, his relatives, and all his followers.

- This thesis would not have been completed without support and guidance from individual and institution. Therefore, I would like to express my deepest gratitude and appreciation to the following:
- I would like to convey my sincere thanks and appreciations to my thesis advisor, Mr. Bayu Hendro Wicaksono, M.Ed., Ph.D., for this guidance, helpful advice and patience during writing this thesis.
- I am extremely grateful to my parents, Bapak Nasrullah and Ibu Mufida, who has motivated me and supported me and loved me with all his heart express deep gratitude to the fifth students of English Language Education Department for being helpful during the research process.
- I am also thankful to my friends Elsa, Herin, Bening who have been my pillar of strength. I appreciate off all their support.
- I would to thank myself for doing all this hard work and never quitting throughout this academic journey.

ABSTRACT

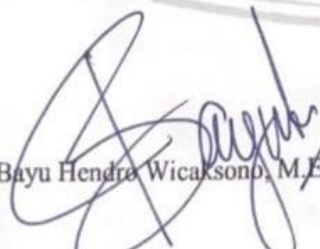
The University of Muhammadiyah Malang's Center of Excellence (CoE) English for Hospitality is a ground-breaking curriculum created to give students the specific knowledge and real-world experience they need to succeed in the cutthroat international hospitality sector. The Onsen Hot Spring Resort Batu are just a few of the notable hotels in Batu City that the program has strong ties with. This research examines the CoE program's implementation and significance, highlighting its critical function in bridging the gap between academic institutions and market demands. During the internship program, some activities at the front office department that the researcher had done were enter hotel competitor, prepare expected arrival, cleanliness, check in and check out process, courtesy call, update the house bank, set up the key card, making payment cost, revise the front office log book, handling telephone, and briefing. On the other hand, the experienced at the housekeeping department were morning briefing, prepare linen,, making bed, and teamwork.

Keywords: *Center of Excellence, Hotel, Front Office, House Keeping*



Advisor

The Researcher


Bayu Hendro Wicaksono, M.Ed., Ph.D



Mukhammad Rizal Kurniawan

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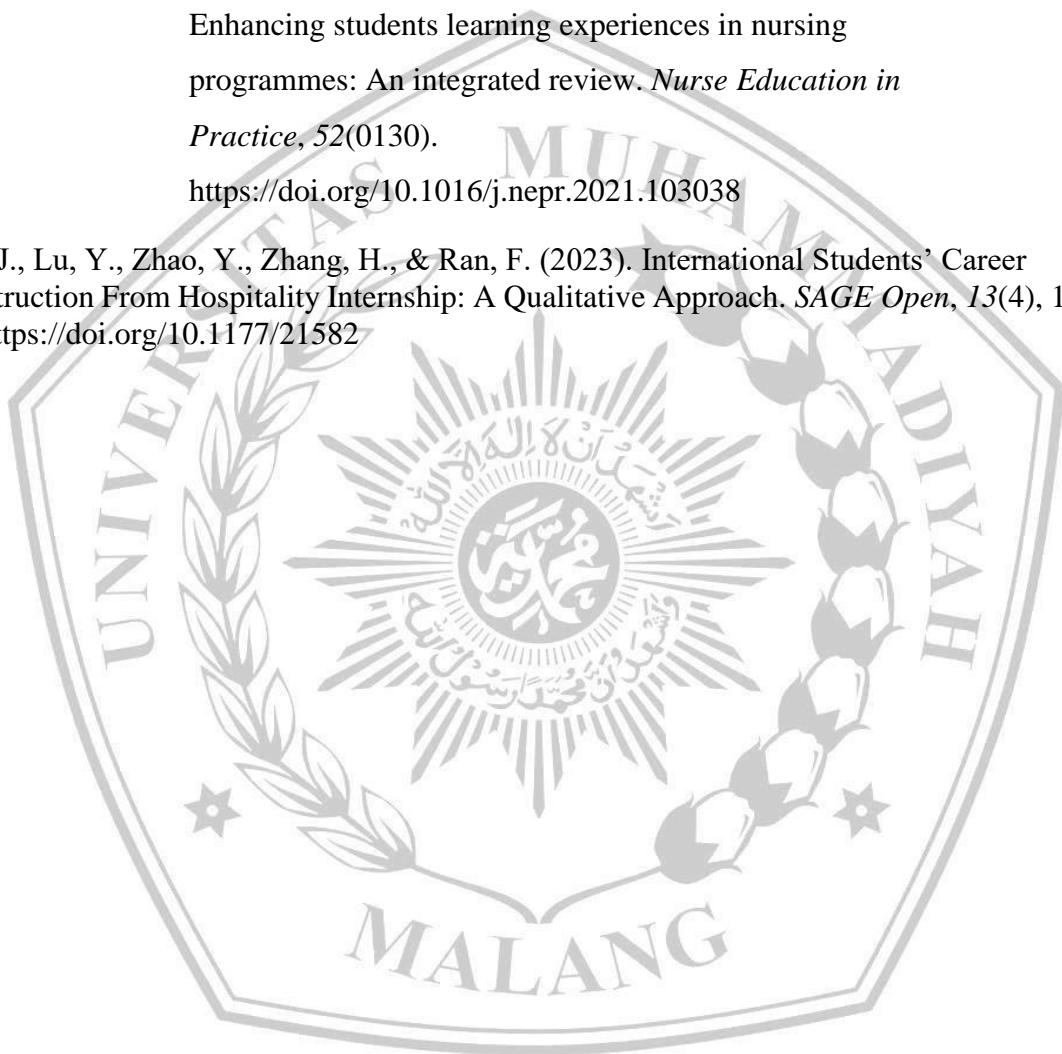
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NIM : 202010100311151

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Kampus I
Jl. Bandung 1 Malang, Jawa Timur
P: +62 341 551 253 (Hunting)
F: +62 341 460 435

Kampus II
Jl. Bendungan Sulami No 188 Malang, Jawa Timur
P: +62 341 551 149 (Hunting)
F: +62 341 582 060

Kampus III
Jl. Raya Tlogomas No 246 Malang, Jawa Timur
P: +62 341 464 318 (Hunting)
F: +62 341 460 435
E: webmaster@umm.ac.id