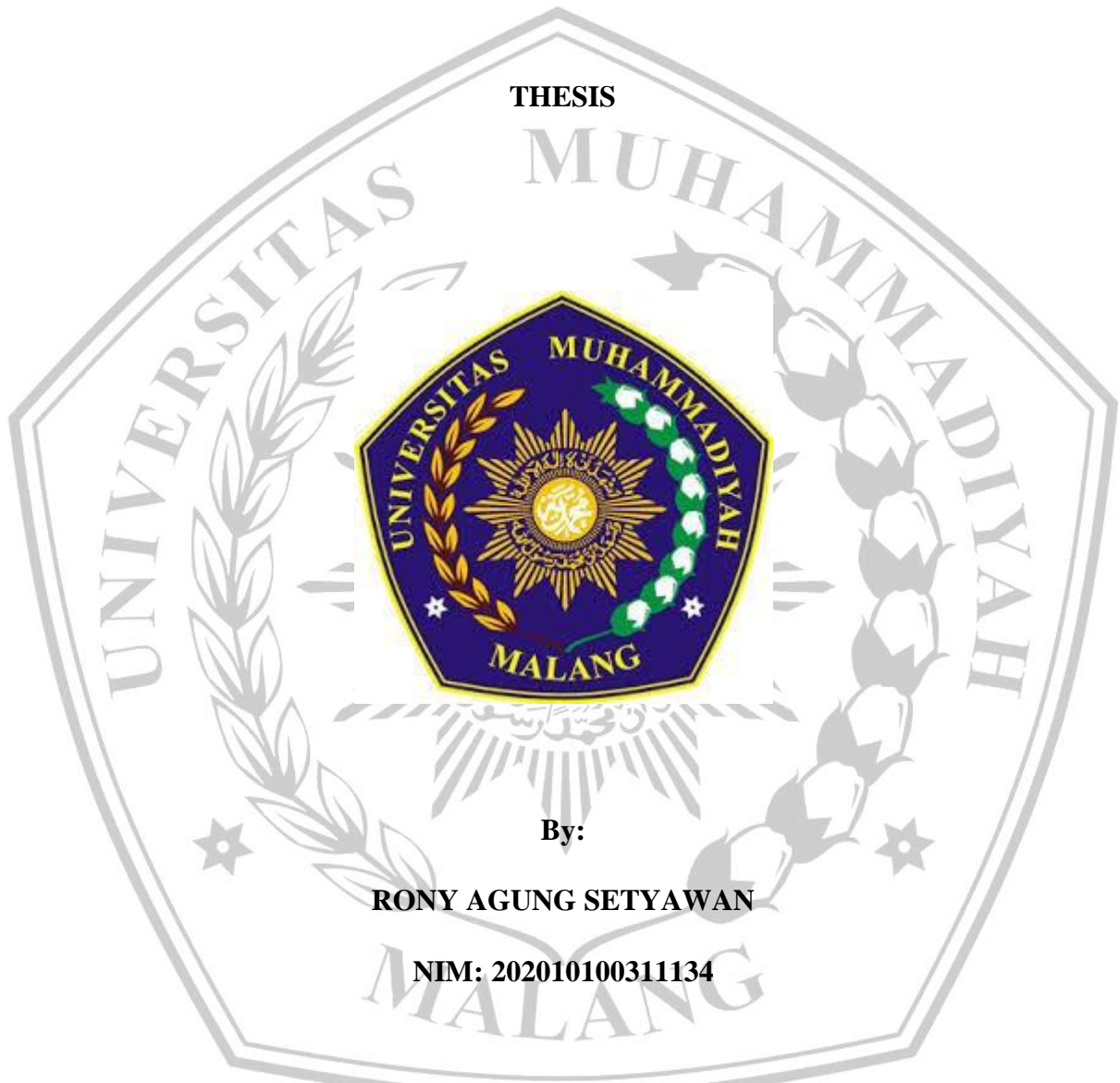


**EXPLORING STUDENTS' ACTIVITIES IN INTERNSHIP
PROGRAM (CoE) IN FOOD AND BEVERAGE SERVICE AT
THE ONSEN HOT SPRING HOTEL & RESORT**

THESIS



By:

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**ENGLISH LANGUAGE EDUCATION DEPARTMENT
FACULTY OF TEACHER TRAINING AND EDUCATION
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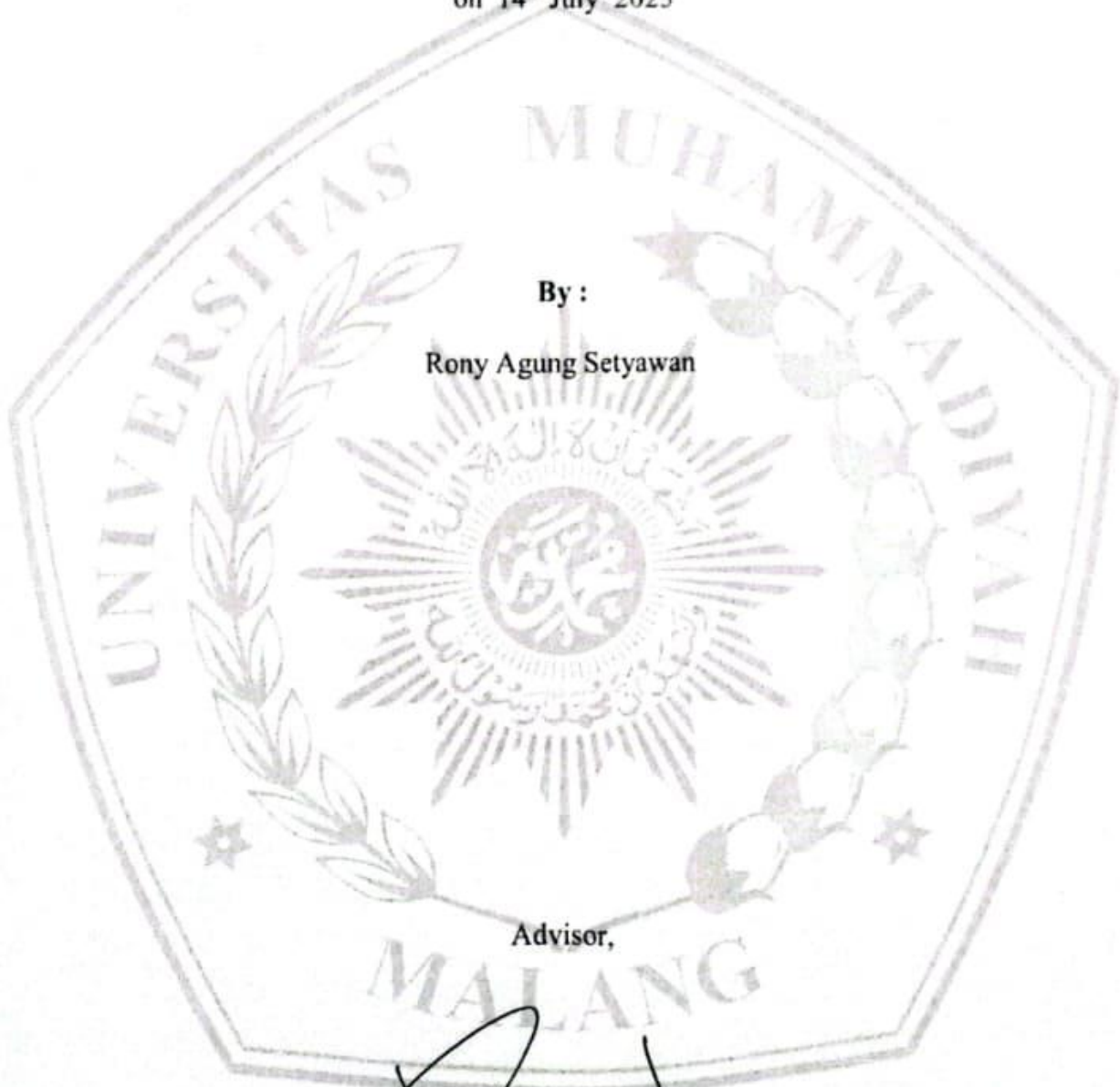
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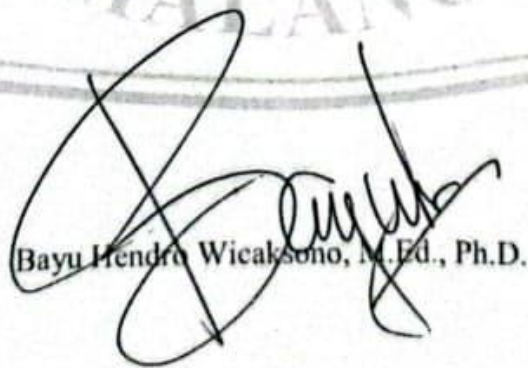
on 14th July 2025



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Rony Agung Setyawan

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On July 22nd, 2025

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MOTTOS AND DEDICATIONS

“If you don't believe in yourself, remember that there are still people under you who wish for happiness in the future.”

DEDICATIONS

- My beloved parents, Mr Sumarno and Mrs Tutik Sulikah.
- My precious friends, Dannys, Faiz, Rizal, Herin, 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 whom I cannot mention one by one

AUTHOR'S DECLARATIONS OF ORIGINALITY

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

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Malang, 14th July 2025



Rony Agung Setyawan

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Finally, I hope this thesis can provide benefits and inspiration for readers and future students. I realize that without the support of various parties, this thesis will not be completed properly. Thank you for all the help and prayers that have been given.

EXPLORING STUDENTS' ACTIVITIES IN INTERNSHIP PROGRAM (CoE) IN FOOD AND BEVERAGE SERVICE AT THE ONSEN HOT SPRING HOTEL & RESORT

ABSTRACT

The Center of Excellence (CoE) from University of Muhammadiyah Malang (UMM) is a new intensive program that provides experience in the workforce. This program aims to equip students with English language skills specific to the hospitality industry, preparing them to compete in the job market. This study presents the detailed findings of a six-month internship in the Food and Beverage Service Department at The Onsen Hot Spring Resort, Batu City. This report includes the author's observations and learning experiences in the hospitality industry. The internship provides an in-depth understanding of Food and Beverage Service operations by interacting directly with guests. Some activities in the Food and Beverage Service department carried out by the researcher include Greeting, Preparing breakfast, Preparing lunch, Preparing dinner, Briefing, Preparing teppanyaki, Ala Carte, Banquet, and Closing. This report aims to provide practical knowledge of operations in the Food and Beverage Service department within the hospitality industry.

Keyword : *Center of Excellence, Food and Beverage Service, The Onsen Hot Spring Resort*

★ Advisor

The Researcher


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


Rony Agung Setyawan

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