

**EXPLORING STUDENT'S EXPERIENCES IN INTERNSHIP  
PROGRAM AT ASTON DENPASAR HOTEL &  
CONVENTION CENTER**

**THESIS**



**By:**

**Herin Fauzan**

**NIM: 202010100311117**

**ENGLISH LANGUAGE EDUCATION DEPARTMENT  
FACULTY OF TEACHER TRAINING AND EDUCATION UNIVERSITY  
OF MUHAMMADIYAH MALANG**

**2023/2024**

## APPROVAL PAGE

### APPROVAL PAGE

This thesis was written by Herin Fauzan and was approved on 9<sup>th</sup> June 2024




### 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:

Signatures:

1. Teguh Hadi Saputro, S.PD., M.A.

1. 

2. Laela Hikmah Nurbatra, M.A., M.EdLead

2. 

3. Bayu Hendro Wicaksono, S.Pd., M.Ed., Ph.D.

3. 

## AUTHOR'S DECLARATION OF ORIGINALITY

### AUTHOR'S DECLARATION 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.

I certify that, to the best of my knowledge, my thesis does not infringe upon anyone's copyright nor violate any proprietary rights and that any ideas, techniques, quotations, or any other material from the work of other people included in my thesis, published or otherwise, are fully acknowledged by the standard referencing practices.

I also declare that this is a true copy of my thesis, as approved by my thesis committee and the English Language Education Department office.

Malang, 09<sup>th</sup> June 2024

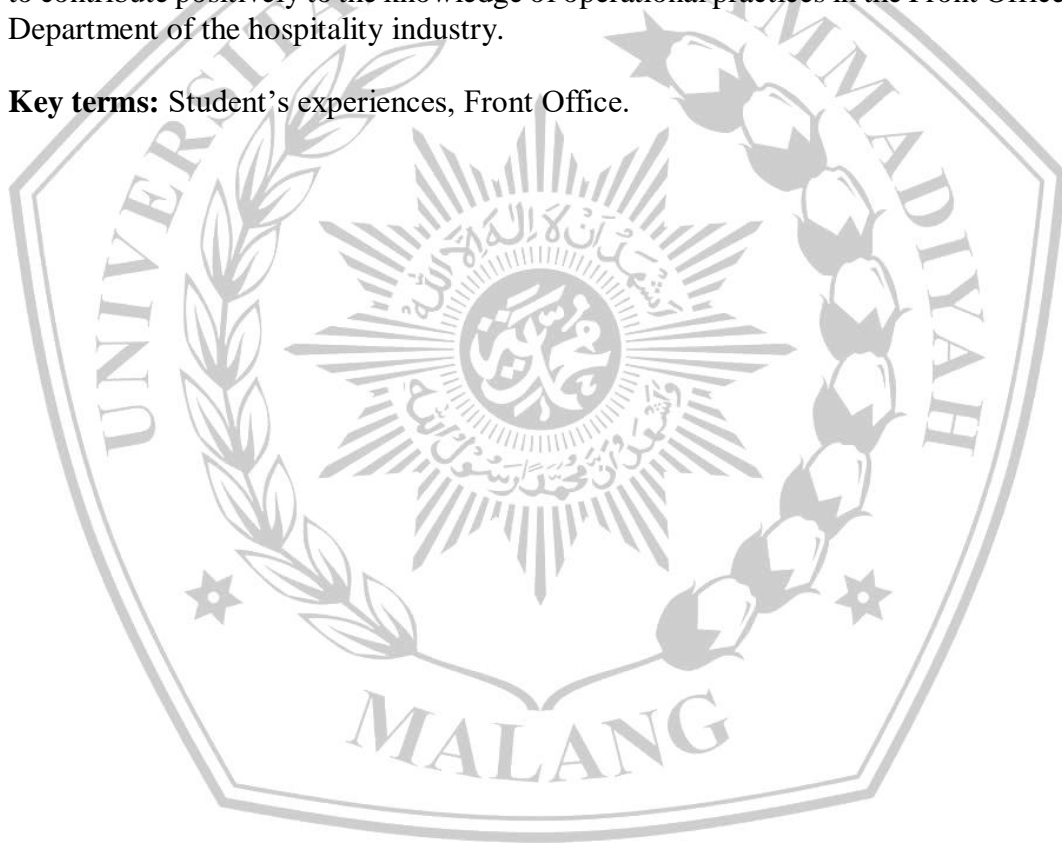
  
Herin Fauzan

## ABSTRACT

This program is the result of a new initiative at Universitas Muhammadiyah Malang, specifically the Center of Excellence (CoE) program in the hospitality industry. The author details the outcomes of a 6-month internship in the front office department at Aston Denpasar Hotel & Convention Center. This report encompasses the author's direct observations and learning experiences, detailing various activities within the front office. It also highlights the author's efforts to understand and apply key aspects of the hospitality industry.

The internship provided an in-depth understanding of Front Office operations in a real hotel setting, including interactions with hotel staff and customers, as well as the reservation, check-in, check-out, and administrative processes. The author shares valuable experiences gained and professional practices observed, aiming to offer insights for readers or students interested in the CoE program. This report aims to contribute positively to the knowledge of operational practices in the Front Office Department of the hospitality industry.

**Key terms:** Student's experiences, Front Office.



## ACKNOWLEDGEMENTS

First, I would like to express my deep gratitude to Allah SWT for all His mercy and grace that has given me strength and fortitude in completing this thesis and internship program.

Sincere Thanks to:

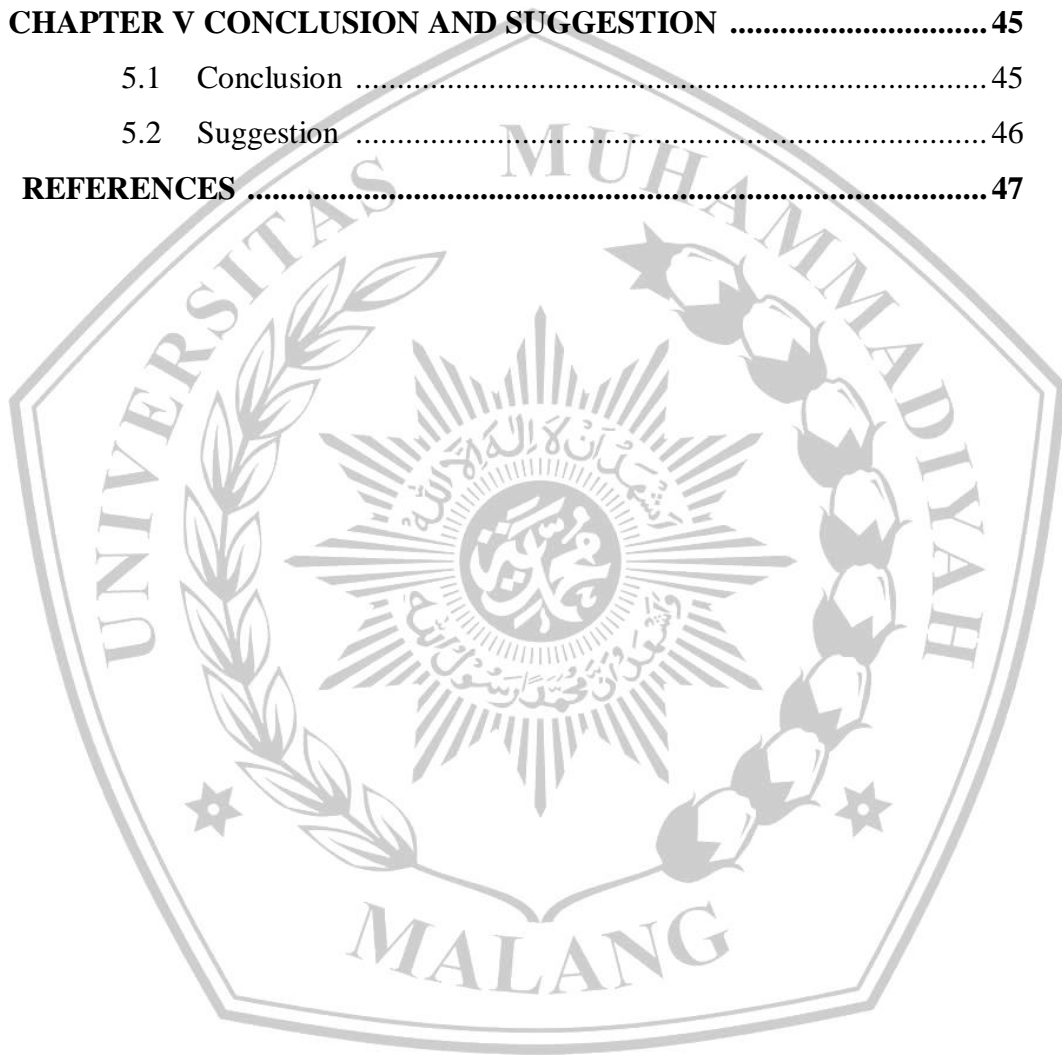
1. Both Beloved Parents: Mr. Mahrin and Mrs. Helpiana For their endless prayers, support, and love. Without you, this journey would not be possible.
2. Supervising Lecturers: Mr. Bayu Hendro Wicaksono S.Pd., M.Ed., Ph.D., & Mr. Masyhud, M.Pd for their guidance, knowledge, and patience in helping me during this writing process.
3. University of Muhammadiyah Malang: Especially the Center of Excellence (CoE) Program which has given me the opportunity to learn and develop in the hospitality industry.
4. Aston Denpasar Hotel & Convention Center: For the opportunity and valuable experience provided during the internship period. Thank you to all the staff for sharing their knowledge and skills.
5. Friends in arms: Rizal, Faiz, Revanza, Bening, Elsa, Bela, Saidah, Nadia, and those I did not mention who are always there to support each other, share laughter and stories, and be a source of encouragement.

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.

## TABLE OF CONTENTS

<b>APPROVAL PAGE .....</b>	<b>iii</b>
<b>APPROVAL PAGE .....</b>	<b>iv</b>
<b>MOTTOS AND DEDICATIONS .....</b>	<b>v</b>
<b>AUTHOR'S DECLARATION OF ORIGINALITY .....</b>	<b>vi</b>
<b>ACKNOWLEDGEMENTS .....</b>	<b>vii</b>
<b>ABSTRACT .....</b>	<b>viii</b>
<b>TABLE OF CONTENTS.....</b>	<b>ix</b>
<b>LIST OF PICTURES .....</b>	<b>xi</b>
<b>CHAPTER I INTRODUCTION .....</b>	<b>1</b>
1.1 Research Background .....	1
1.2 Research Questions .....	3
1.3 Research Objective .....	3
1.4 Research Significance .....	3
1.5 Scope and Limitation .....	4
1.6 Definition of key terms .....	4
<b>CHAPTER II LITERATURE REVIEW .....</b>	<b>6</b>
2.1 Students Experiences .....	6
2.2 Internship Program .....	7
2.3 The Definition of Front Office Department .....	8
2.4 Aston Denpasar Hotel .....	9
2.4.1 History of Aston .....	9
2.4.2 Organizational Structure of Aston Denpasar Hotel .....	11
<b>CHAPTER III METHOD .....</b>	<b>14</b>
3.1 Research Design .....	14
3.2 Research subject .....	14
3.3 Research Instrument .....	15
3.4 Research procedure .....	15
3.5 Data analysis .....	17
<b>CHAPTER IV FINDINGS AND DISCUSSION .....</b>	<b>20</b>

4.1	The Student's Experiences in Internship Program at Aston Denpasar Hotel & Convention Center. ....	20
4.2	Internship Student Work Schedule .....	35
4.3	Daily Task Description .....	36
4.4	Discussion .....	43
<b>CHAPTER V CONCLUSION AND SUGGESTION .....</b>		<b>45</b>
5.1	Conclusion .....	45
5.2	Suggestion .....	46
<b>REFERENCES .....</b>		<b>47</b>





## LIST OF PICTURES

Picture 1. Archipelago Brand International .....	10
Picture 2. Organizational Structure of Aston Denpasar Hotel .....	11
Picture 3. Morning shift with good grooming. ....	21
Picture 4. EA (Expected Arrival) checking in the system .....	22
Picture 5. Installation of BREO (Banquet Request Event Order) information. ....	23
Picture 6. courtesy call process .....	24
Picture 7. Closing Shift “Payment Journal by User” .....	26
Picture 8. House Bank Update .....	27
Picture 9. Handling Internal and External Telephone .....	28
Picture 10. Briefing at every shift change .....	28
Picture 11. Preparing Key Card Group & Expected Arrival for tomorrow ....	32
Picture 12. Posting Payments .....	33
Picture 13. Create Receipt Form .....	36
Picture 14. Follow up on Lost & Found Items .....	37
Picture 15. Guest Loan Item Form .....	38
Picture 16. Disclaimer Letter .....	39
Picture 17. RBCO Form (Room Breakfast Complimentary) .....	39
Picture 18. Gym Voucher .....	40
Picture 19. Update Name List dan Guest Card .....	41
Picture 20. Extended move of guest items .....	42

## REFERENCES

- Busetto, L., Wick, W., & Gumbinger, C. (2020). How to use and assess qualitative research methods. *Neurological Research and Practice*, 2(1). <https://doi.org/10.1186/s42466-020-00059-z>
- Beard, C., & Wilson, J. P. (2021). Title of the article. *Title of the Journal*, Volume (Issue), page numbers.
- Creswell, J. W., & Poth, C. N. (2018). *Qualitative Inquiry and Research Design: Choosing Among Five Approaches* (4th ed.). Thousand Oaks, CA: Sage Publications.
- Dele, B., Ananta, B., Firza, M., Sholahuddin, T., & Adi, A. (2024). *Exploring student perspectives in amplifying students' speaking skills on English for hospitality internship*. 5(1), 53–63.
- Ekhsan, M., Badrianto, Y., Fahlevi, M., & Rabiah, A. S. (2020). *Analysis of the Effect of Learning Orientation, Role of Leaders and Competence to Employee Performance Front Office the Sultan Hotel Jakarta*. 120(Icmeb 2019), 239–244. <https://doi.org/10.2991/aebmr.k.200205.042>
- Elsharnouby, T. H. (2015). Student co-creation behavior in higher education: the role of satisfaction with the university experience. *Journal of Marketing for Higher Education*, 25(2), 238–262. <https://doi.org/10.1080/08841241.2015.1059919>
- Flynn, C. L., Vogt, M. F., Withers, P., Andersson, L., England, S., & Liu, G. (2017). MAVEN Observations of the Effects of Crustal Magnetic Fields on Electron Density and Temperature in the Martian Dayside Ionosphere. *Geophysical Research Letters*, 44(21), 10,812–10,821. <https://doi.org/10.1002/2017GL075367>
- Gentles, S. J., Charles, C., Nicholas, D. B., Ploeg, J., & McKibbin, K. A. (2016). Reviewing the research methods literature: Principles and strategies illustrated by a systematic overview of sampling in qualitative research. *Systematic Reviews*, 5(1), 1–11. <https://doi.org/10.1186/s13643-016-0343-0>
- Haydon, G., Browne, G., & van der Riet, P. (2018). Narrative inquiry as a research methodology exploring person centred care in nursing. *Collegian*, 25(1), 125–129. <https://doi.org/10.1016/j.colegn.2017.03.001>
- Hockey, J., & Forsey, M. (2020). Ethnography Is Not Participant Observation: Reflections on the Interview as Participatory Qualitative Research. *The Interview*, 69–87. <https://doi.org/10.4324/9781003087014-4>
- Hotels, A. (n.d.). *ASTON DENPASAR HOTEL & CONVENTION CENTER*. [https://www.astonhotelsinternational.com/id/hotel/view/11/aston-denpasar-hotel--convention-center?sjrncid=GA\\_20631097359&sjrnaid=GA\\_676537114930&gad\\_source=1&gclid=Cj0KCQjwsPCyBhD4ARIsAPaaRf1rMdu112-ugtxCyRYjB-IXL7aqNEjxLz1VEmCfLS2TEO5fT-RwwgIaAt7pEALw\\_w](https://www.astonhotelsinternational.com/id/hotel/view/11/aston-denpasar-hotel--convention-center?sjrncid=GA_20631097359&sjrnaid=GA_676537114930&gad_source=1&gclid=Cj0KCQjwsPCyBhD4ARIsAPaaRf1rMdu112-ugtxCyRYjB-IXL7aqNEjxLz1VEmCfLS2TEO5fT-RwwgIaAt7pEALw_w)

- Hu, F., Trivedi, R. and Teichert, T. (2022), "Using hotel reviews to assess hotel frontline employees' roles and performances", *International Journal of Contemporary Hospitality Management*, Vol. 34 No. 5, pp. 1796-1822.
- Hu, F., Trivedi, R., & Teichert, T. (2022). Using hotel reviews to assess hotel frontline employees' roles and performances. *International Journal of Contemporary Hospitality Management*, 34(5), 1796-1822. DOI: [10.1108/IJCHM-04-2021-0491](https://doi.org/10.1108/IJCHM-04-2021-0491)
- Insani, Y. D., & Setiyariski, R. (2020). Meningkatkan Kualitas Pelayanan Front Office Department Melalui Tugas Dan Tanggung Jawab Concierge Pada Hotel Savoy Homann. *Kajian Pariwisata*, 2(1), 13–28. <http://ejurnal.ars.ac.id/index.php/JIIP/article/view/297>
- Jaya Saputra, A., & Djumarno, D. (2021). Effect of Price and Service Quality on Customer Satisfaction and Its Implications for Customer Loyalty at Aston Pluit Hotel & Residence Jakarta. *Dinasti International Journal of Economics, Finance & Accounting*, 2(1), 71–84. <https://doi.org/10.38035/dijefa.v2i1.728>
- Jones, P. (1999). Operational issues and trends in the hospitality industry. *International Journal of Hospitality Management*, 18(4), 427–442. [https://doi.org/10.1016/s0278-4319\(99\)00047-x](https://doi.org/10.1016/s0278-4319(99)00047-x)
- Lindkvist, A. M., Koppel, L., & Tinghög, G. (2024). Bounded research ethicality: researchers rate themselves and their field as better than others at following good research practice. *Scientific Reports*, 14(1), 1–8. <https://doi.org/10.1038/s41598-024-53450-0>
- Masruri, A. (n.d.). *PENGARUH REBRANDING DAN EXPERIENTIAL MARKETING TERHADAP ORGANIZATIONAL PERFORMANCE DI HOTEL GRAND ASTON BALI BEACH RESORT*. 1–21.
- Okolie, U. C., Nwajiuba, C. A., Binuomote, M. O., Ehiobuche, C., Igu, N. C. N., & Ajoke, O. S. (2020). Career training with mentoring programs in higher education: Facilitating career development and employability of graduates. *Education and Training*, 62(3), 214–234. <https://doi.org/10.1108/ET-04-2019-0071>
- Rao, P. S. (2013). Impact of Service Quality on Customer Satisfaction in Hotel Industry. *IOSR Journal Of Humanities And Social Science*, 18(5), 39–44. <https://doi.org/10.9790/0837-1853944>
- Raposa, E. B., Hagler, M., Liu, D., & Rhodes, J. E. (2021). Predictors of close faculty-student relationships and mentorship in higher education: findings from the Gallup-Purdue Index. *Annals of the New York Academy of Sciences*, 1483(1), 36–49. <https://doi.org/10.1111/nyas.14342>
- Russell, J., Rosenthal, D., & Thomson, G. (2010). The international student experience: Three styles of adaptation. *Higher Education*, 60(2), 235–249. <https://doi.org/10.1007/s10734-009-9297-7>
- Richard. M. Brooks (2021). Enhancing Patient Outcomes in Emergency Care. *Journal of Emergency Nursing*, 29(4), pp. 112-123.

Soejatminah, S. (2012). Internationalising the Curriculum : Student Learning in the Global Experience Program. *Internationalising the Curriculum: Student Learning in the Global Experience Program (Doctoral Dissertation, Deakin University)*.

Vhalery, R., Setyastanto, A. M., & Leksono, A. W. (2022). Kurikulum Merdeka Belajar Kampus Merdeka: Sebuah Kajian Literatur. *Research and Development Journal of Education*, 8(1), 185. <https://doi.org/10.30998/rdje.v8i1.11718>

Yin, R. K. (2018). *Case Study Research and Applications: Design and Methods* (6th ed.). SAGE Publications.





UNIVERSITAS  
MUHAMMADIYAH  
MALANG



## FAKULTAS KEGURUAN DAN ILMU PENDIDIKAN

### PENDIDIKAN BAHASA INGGRIS

english.umm.ac.id | b.inggris@umm.ac.id

### LEMBAR HASIL CEK PLAGIASI

Koordinator Plagiasi Program Studi Pendidikan Bahasa Inggris FKIP UMM menyatakan bahwa:

Nama : Herin Fauzan

NIM : 202010100311117

Bagian Skripsi (CHAPTER)	Prosentase Hasil Kesamaan
CHAPTER I Introduction	0%
CHAPTER II Review of Related Literature	0%
CHAPTER III Research Method	2%
CHAPTER IV Findings and Discussion	0%
CHAPTER V Conclusion and Suggestions	3%

Berdasarkan prosentase hasil uji kesamaan, dapat disimpulkan bahwa hasil deteksi plagiasi telah memenuhi syarat dan ketentuan yang telah diatur pada Peraturan Rektor No. 2 Tahun 2017.

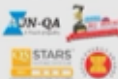
Malang, 10 Juli 2024

Koordinator Plagiasi Prodi,



Prihadi Dwi Nurcahyanto, M.Pd

*Visi Keilmuan: Menyelenggarakan pendidikan dan pengajaran Bahasa Inggris yang berbasis pada teori pembelajaran constructivism dan intercultural communication*



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

Kampus II  
Jl. Bendungan Sutani No.188 Malang, Jawa Timur  
P: +62 341 551 140 (Hunting)  
F: +62 341 562 060

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