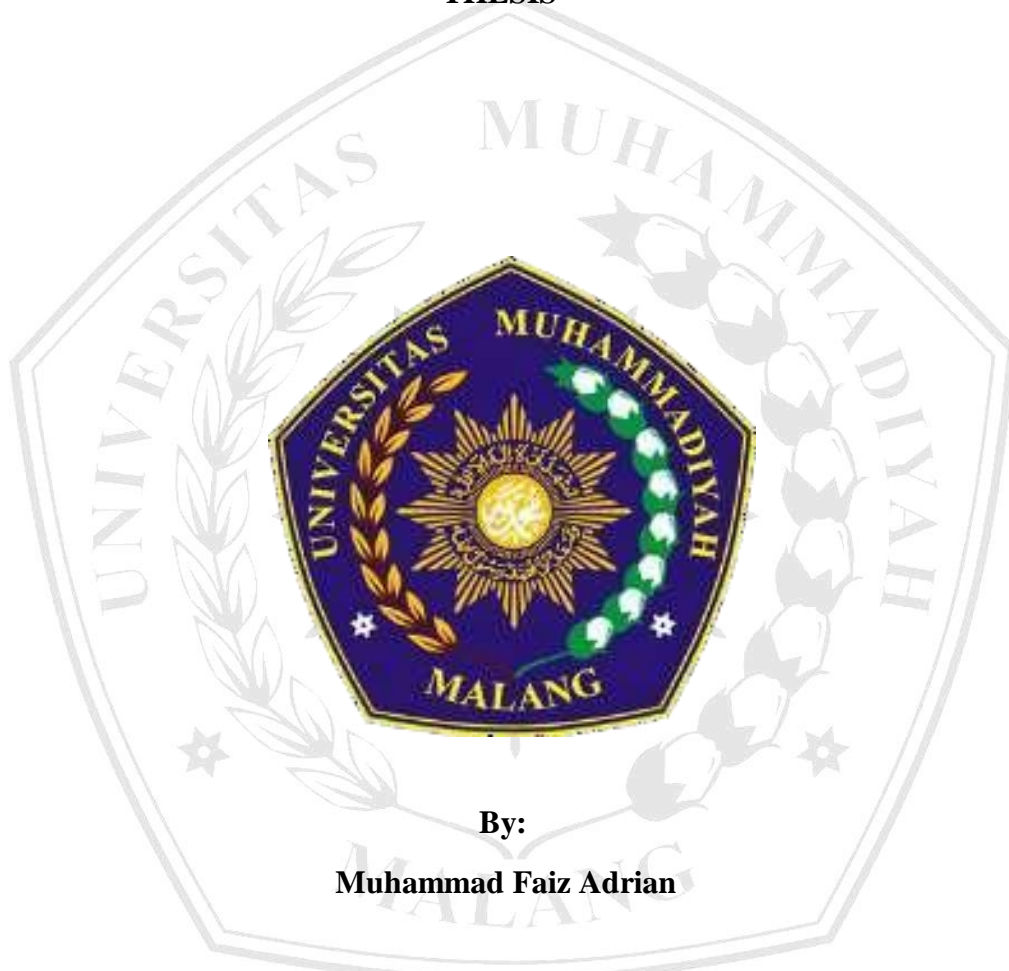


**EXPLORING STUDENT'S INTERNSHIP PROGRAM (CoE)
AT ONSEN HOT SPRING RESORT**

THESIS



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Muhammad Faiz Adrian

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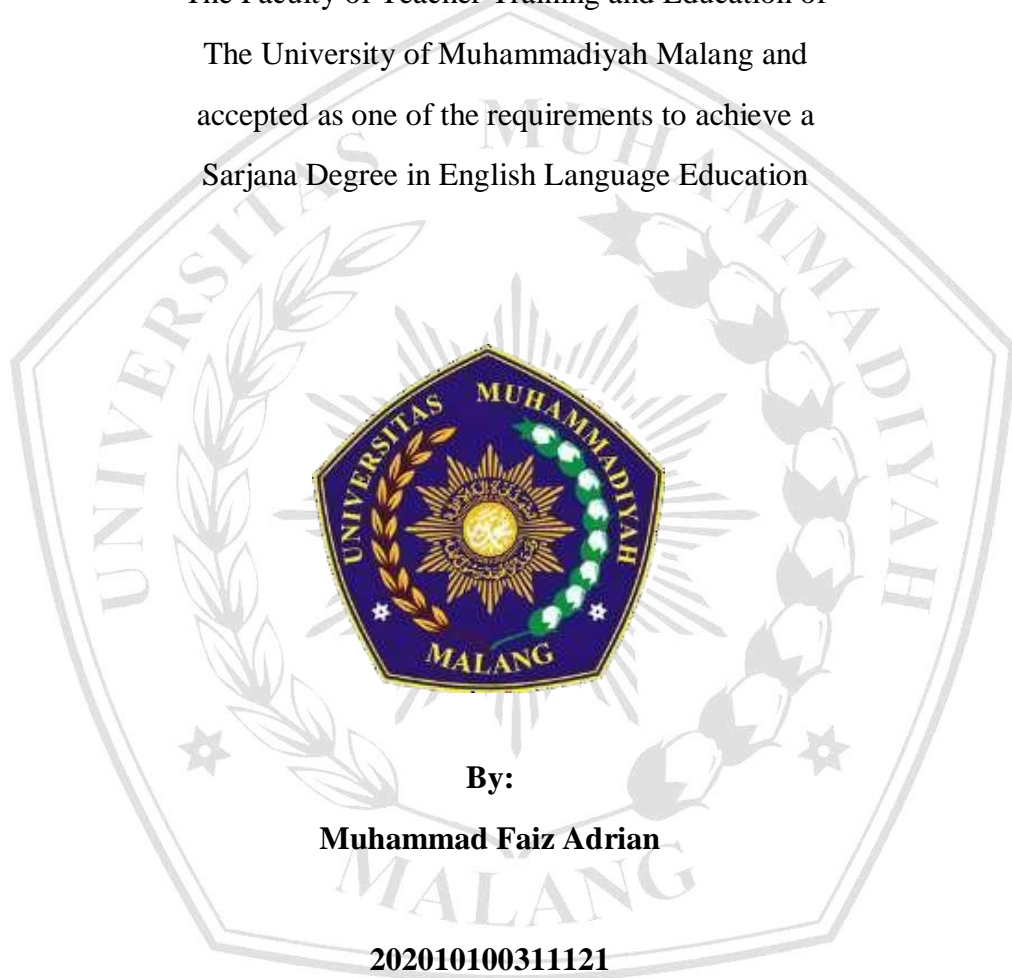
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UNIVERSITY OF MUHAMMADIYAH MALANG**

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This thesis was defended in front of the examiners of
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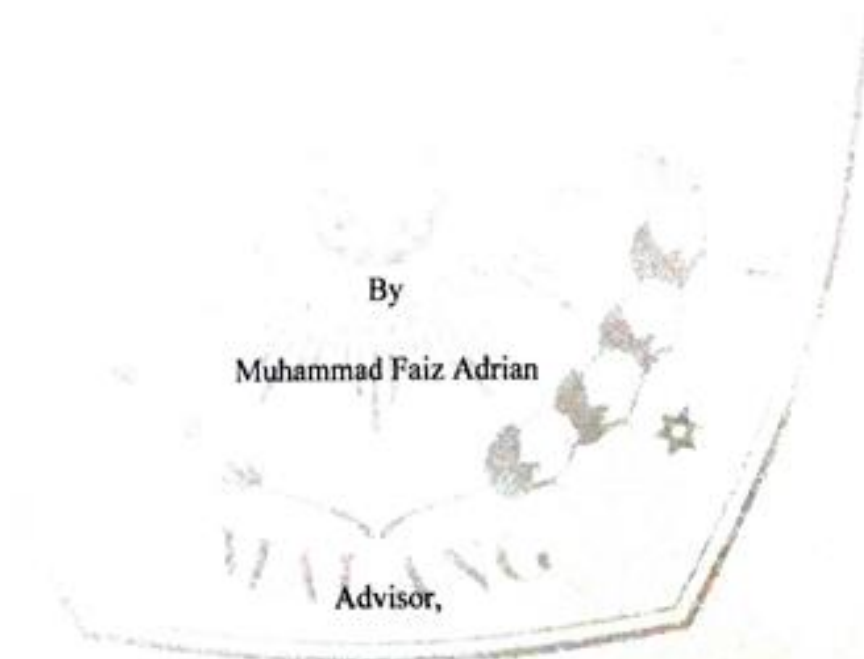
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APPROVAL PAGE BEFORE DEFENSE

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Signatures

1.

2.

3.

MOTTOS AND DEDICATIONS

MOTTOS

“Be yourself, pray hard and work as smart as possible.”

DEDICATIONS

This thesis is dedicated to:

- My beloved parents, Mr. Musyafa and Mrs. Any Zuli Fatin
- My precious friends, Dannys, Rony, Salsha, Rizal, and so on
- Thank you to Mr. Bayu Hendro Wicaksono, S.Pd, M.Ed., Ph.D as my supervisor in writing this thesis
- Me, for being responsible and patient who has worked hard for the completion of this thesis
- 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, 14th July 2025



Muhammad Faiz Adrian

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EXPLORING STUDENT'S INTERNSHIP PROGRAM (CoE) AT ONSEN HOT SPRING RESORT

ABSTRACT

The revolutionary Center of Excellence (CoE) English for Hospitality program at the University of Muhammadiyah Malang (UMM) provides students with the specialized understanding and practical experience required to thrive in the competitive worldwide hospitality industry. Among the renowned hotels in Batu City with which the program maintains close relationships is the Onsen Hot Spring Resort Batu. The three main departments of the program are housekeeping, food and beverage service, and the front office. This study looks at the relevance and execution of the CoE program, emphasizing its vital role in bridging the gap between educational institutions and market requirements. The paper highlights the benefits of effective program administration while recognizing the challenges, including limited resources and possible resistance to change.

Keywords: *Center of Excellence, Hotel, Front Office, Housekeeping*

Advisor

The Researcher



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



Muhammad Faiz Adrian

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