

**INDUSTRIAL TRAINING REPORT**  
**VASA HOTEL SURABAYA**



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**SURABAYA**  
**2021**

**INTERNSHIP REPORT**

**Vasa Hotel Surabaya**

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Done the internship period from April 14<sup>th</sup> – October 13<sup>th</sup> at Vasa Hotel Surabaya

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## APPROVAL

Title : Hotel internship  
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3. Ms. Hilda Tjahjani Iskandar as the Head of Study Program at Ottimmo International

## PLAGIARISM STATEMENT

I certify that this assignment/report is my own work, based on my personal study and/or research and that I have acknowledged all material and sources used in its preparation, whether they be books, articles, reports, lecture notes, and any other kind of document, electronic or personal communication. I also certify that this assignment/report has not previously been submitted for assessment in any other unit, except where specific permission has been granted from all unit coordinators involved, or at any other time in this unit, and that I have not copied in part or whole or otherwise plagiarised the work of other students and/or persons.

On this statement, I am ready to bear the risk/any sanctions imposed to me in accordance with applicable regulations, if in the future there is a breach of scientific ethics, or you have a claim against the authenticity of my work.

Surabaya, November 10<sup>th</sup> 2020



(Wilson Winandy Liemarto)

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## **EXECUTIVE SUMMARY**

The writer wants to explain the activity and what the writer learn during the internship in the five star Hotel Vasa for six month. Hotel is a type of accommodation that uses part or all of the building to provide lodging, food and beverage services as well as other visitor services for the public which are managed commercially. The hospitality sector has an important role in service delivery, because in this field it is required to always fulfill and satisfy the wishes of guests. If the hospitality business is able to create customer satisfaction, it will create a good relationship between the company and its customers, provide a good basis for repeat purchases and create customer loyalty, and form word of mouth recommendations that are profitable for the company, so that customer satisfaction is met and in accordance with company expectations. The objective of this internship is to prepare students to enter the world of work after graduation to become an experienced worker and able to implement culinary knowledge in the line of work. And The benefits of this internship for the students and the reader is to add insight and views about the world of work, especially in the world of hospitality, and find out more deeply what is done in the department of food and beverage product. And the student can improve their hard skills and soft skills.

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