



SCHOOL OF HOSPITALITY, TOURISM & CULINARY ARTS

INT 60203 INTERNSHIP (2)

INTERNSHIP REPORT

Bachelor of International Hospitality Management (Hons)



Bachelor of Culinary Arts & Food Service Management (Hons)



Bachelor of International Tourism Management (Hons) (Events Management)



Bachelor of International Tourism Management (Hons) (Travel & Recreation Management)



Name of the Student	Michael Reyner Suwijono
Student ID	0319026
Batch N° / Intake:	BH10 / August 2014
Name of the Company	The St. Regis Abu Dhabi
Internship Dates	3 rd September 2017 – 3 rd March 2018

SUBMISSION DATE: ONE WEEK FROM COMPLETION OF INTERNSHIP

TABLE OF CONTENTS

1. Acknowledgements	3
2. Introduction	4
3. TCHT Internship survey	11
4. Professional Study	18
5. Conclusion	23
6. Appendices and Annexes	24
7. Internship Evaluation Form by Supervisor	26
8. Internship Marksheet	28

1. Acknowledgements

I am using this opportunity to express my deepest gratitude and special thanks to everyone who already give their hands and supports in order for me to complete my final internship here at The St. Regis Abu Dhabi. First and foremost, I would like to give my special thanks to Lord Jesus Christ because only by His blessing, kindness, love, and helps, I able to do my internship, especially during hard times that I have gone through during these internship.

Secondly, I would like to express my gratitude to Taylor's University Malaysia that has been prepared me really well for this internship. Not only this moment, but also the past three years. Thank you for giving me a platform to learn, develop, interact, and grow myself to be who am I today. Not only as a person who knowledgeable but also with great attitudes: wisdom, integrity, and excellence – that will help me to be a successful future leader in this industry

I would like to express my warmest thanks to The St. Regis Abu Dhabi that accepted me as their trainee and provide an absolute brilliant place to be. Special credits have to be given to Mr. Dolok and *Private Dining*'s team who always be there and help me during this internship. Mr. Shinto who always teach me about anything that I want to know. Without their helps, I believe I cannot get a single thing from this internship.

Last but not least, to all my family members, who always be there and give their support for the entire process, especially for my father who just passed away, when I was abroad for my study. I believe, without him I cannot be who am I today. Completing this internship, not only contribute to my knowledge, but also taught me a lot of life lesson through experiences in it. With all the ups and downs, made me become more passionate on what I am pursuing for and for my future career.

2. Introduction

a. Internship preparation

Before completing my journey in Taylor's University, after final semester (semester 6), I still have one more internship. It takes place from 3rd September 2018 to 16th December 2018, but the preparation itself already started months before.

As soon as semester 6 started, all my friends including me, started to look for a placement. I had no specific strategy to find a hotel for placement, as long as the hotel has a good reputation, well-established, and have an international brand, I will be good. Thus, I did a research first on internet, mostly from TripAdvisor. I looked for a hotel that at least ranked in the top 10 in TripAdvisor list, and my desired destinations were either China or Middle-East. Also, I looked for Front Office position because I see myself more comfortable in this department after experiencing different departments in my previous internship (Food & Beverage, Front Office, and Human Resource – my extra internship).

However, I was at dilemma that time due to my status as a STEP (Student Employment Programme) by AccorHotels MIS – Malaysia, Indonesia, and Singapore. If I wanted to continue as a part of the programme, I had to do my placement in either these three countries, which I had no preference at all. I did my first internship in Malaysia, the extra internship during school break in Indonesia, and for me as an Indonesian to go to Singapore is very difficult. If I decided to continue outside of these three countries, I will be no longer part of this programme, even under AccorHotels' properties, where this programme offer a *fast track* for my career development.

After some consultations, I decided to leave this programme, because my very own goal – to set myself at a higher level, by doing my internship overseas. I started to apply both online and through direct call to my desired hotel that time. I sent my application to over than 10 hotels, both in China and Middle-East. After, almost one month of waiting, I received some replies, but mostly they rejected my application. Until one email from The St. Regis Abu Dhabi appeared and said that they will be considered my application, however, not in my desired department, which is Front Office.

On the other hand, I had no choice to accept it due to the deadline and this kind of offers might be come only once, from a top hotel in Abu Dhabi, ranked #6 in TripAdvisor out of 1,027 hotel, was remarkable. Some of my friend and lecturer also said that it's good to experience another department because I will learn more and after that I can go back to Front Office. It will shape me to be a professional hotelier instead. I had my Skype interview on 30th April and it turned out very smooth and accepted four days later.

In this internship, I was placed in *Private Dining* or room service under Food and Beverage Department. There are a lot of things to expect, either in short and long term. For sure, I expected to learn everything in *Private Dining*, how to run daily basis operation, and rotated in all major section (minibar, room service, amenities) within it. And what I expected after this internship is that at the end I will have an opportunity to run a higher position's role, such as order taker or even supervisor so hopefully can make me to be more competent and professional and might be employed by the company. Luckily, I have a good manager to support that.

Besides, I also expected to be happy at the hotel during this internship. Of course this is very important to make all staffs happy despite workload and long hours of work. There are a lot of ways to make staffs happy, but for me as long as the company value back the staff is good enough and The St. Regis Abu Dhabi did it. From the way they picked-up me in the airport, very good accommodation, good working environment, salary, until development. Nothing changed whereas I am looking forward to work for this company.

b. The St. Regis Abu Dhabi's Profile

The St. Regis at a glance ...

St. Regis is a part of Starwood Hotels & Resort, which already merged with Marriott International on 23 September 2016, making it world's largest hospitality company with franchise over 5,700 properties with over 1.1 million rooms in more than 110 countries with 30 leading brands, including The St. Regis in it. It plays a role as a *Classic Luxury* representing Marriott International together with J.W. Marriott and The Ritz-Carlton.

The St. Regis' Timeline ...

The story of the St. Regis brand begins even before the St. Regis hotel itself, with the Astors, America's first family.

- 1880s "The Mrs. Astor" – Caroline Astor, the spirited and tenacious matriarch of the St. Regis brand, creates the coveted rituals that endure at St. Regis today.
- 1904 "The birth of a legend" – Colonel John Jacob Astor IV, renowned businessman and son of Caroline Astor, debuts his premier hotel, The St. Regis New York
- 1912 "An extraordinary life" – After helping his wife and nurse into a lifeboat, John Jacob Astor IV perishes during the sinking of the Titanic on April 15, 1912.
- 1927 "Unprecedented glamour" – Heralding a new era of style and innovation, The St. Regis New York adds two new floors, including a magnificent ballroom known as the St. Regis Roof.
- 1934 "The Red Snapper" – In 1934, Fernand Petiot, bartender at the famous King Cole Bar, perfected the Red Snapper – an iconic vodka and tomato juice cocktail. While the Red Snapper name may not have stood the test of time, the *Bloody Mary* remains the signature cocktail of St. Regis hotels.
- 1960 "A modern evolution" – The St. Regis New York is purchased by conglomerate ITT Sheraton, merging traditional luxury and timeless innovation.
- 1991 "A momentous expansion" – The St. Regis New York reopens after an extraordinary \$100 million renovation, restoring it to its former grandeur while adding state-of-the-art features.
- 1999 "An evolving legacy" – Starwood Hotels & Resorts acquires The St. Regis New York, expanding its legacy with the launch of five new St. Regis hotels.
- 2008 "The sports of king" – St. Regis adopts polo as its signature sport, hosting the 1st annual St. Regis International Cup, one of the U.K.'s three major international polo matches.
- 2009 "Brand Identity Launch" – The St. Regis brand unveils its new identity. Additionally, the brand launches differentiated global operating standards along with the newly defined St. Regis Butler Service.
- 2012 "Expanding to Middle-East" – St. Regis continues its dynamic global growth with the debut of two landmark properties during 2012, The St. Regis Saadiyat Island and The St. Regis Doha.
- _ – The team of The St. Regis Abu Dhabi debuts to extend the elegance and refinement of the St. Regis brand to the Corniche.

About The St. Regis Abu Dhabi ...

Opening Date : 15th August 2013
 Address : Nation Tower, Corniche, P.O. Box 60476, Abu Dhabi, UAE
 Owner : International Capital Trading LLC.
 General Manager : Mr. Moustafa Sakr
 Rooms & Suites : 283 rooms with 55 suites
 Signature suite : Abu Dhabi Suite – Highest Expanded Suite in the world
 Amount of Staff : 470

Our Values and Philosophy ...

“A Captivating Location, Luxury Redefined”

Philosophy:

Here in St. Regis we believe that memorable and foundational service builds loyalty beyond reason. Thus, we developed a service model that become our foundation in each and every services we delivered.

Foundational:

Operational Skills – consistency in our operating skills ensures that guests can rely on our service and gives them confidence in us and our brand

Service Basics – acknowledge, be present, empathize, and respect

Memorable:

Personalized – little details create emotional connections with guests

Differentiated – key brand differentiators help create memorable moments for guests

Core Values :

- Immersive – we luxuriate every sense, at every moment. We offer an atmosphere of true respite, surrounding Guest in scents, sounds and textures that create a singular experience
- Exemplary – we know the classics, because we invented them. Our discriminating taste and legacy of originality elevate every touch point, celebrating the quintessential, the rare and the impeccable.
- Bespoke – we match the experience to the Guest, crafting each detail to ensure every stay is extremely unique.
- Address – we bring the vanguard spirit of 55th and fifth to the best address in every destination. Envable settings and exquisite details distinguish each iconic locale.

The St. Regis Abu Dhabi's Product and Services ...

Rooms & Suites (283 Rooms)			
Room Type	Total Room(s)	Size (sqm)	Room/Suite Price (±)
Superior King Room	90	43.5 – 47.6	1,700 AED
Superior King Sea View	93	45.6 – 50	1,900 AED
Superior Twin Sea View	45	50 – 54.6	1,900 AED
Junior Suite	17	58.4	3,100 AED
Grand Deluxe Room	15	65.7	3,700 AED
St. Regis Suite	17	82.9 – 96.9	7,000 AED
Al Mushref Suite	3	135.1 – 153.9	14,000 AED
Al Manhal Suite	1	307.4	35,000 AED
Al Hosen Suite	1	356.1	50,000 AED
Abu Dhabi Suite	1	1120	80,000 AED

Food and Beverage			
Outlets	Hours of Operation	Cuisine Type	Description
Terrace On The Corniche	<ul style="list-style-type: none"> • Breakfast: Sunday to Friday 6.30 am – 10.30 am (AED 120/person) • New York All Day Breakfast: Saturday 6.30 am – 3.00 pm (AED 145/person) • Brunch: Friday 12.30 pm – 4.00 pm (AED 275/person) • Lunch: Sunday to Thursday, 12.30 pm – 3.00 pm • Dinner: Daily, 7.00 pm – 11.00 pm (AED 195/person) 	International	The Terrace on the Corniche is The St. Regis Abu Dhabi's signature day to night restaurant. At breakfast and lunch, diners can anticipate an expansive array of exquisite Middle Eastern and international dishes. In the evening, a Arabian persona of the restaurant comes to life with theatrical live culinary stations serving signature Middle Eastern classics complemented by locally inspired modern Arabic music.
Villa Toscana	<ul style="list-style-type: none"> • Lunch: Sunday to Thursday, 12.00 pm – 3.00pm Friday and Saturday, 12.00 pm – 4.00 pm • Dinner: Daily, 7.30 pm to 11.00 pm • Aperitivo: Daily, 7.00 pm – 9.00 pm 	Italian	Serving hand-crafted, regional Italian specialties from Tuscany, Umbria, and Emilia-Romagna, Villa Toscana's design creates the feel of visiting the inviting summer home of an Italian noble.
The St. Regis Bar and Cigar Lounge	Operation – Daily <ul style="list-style-type: none"> • Food Service: 1.00 pm – 1.00 am • Bar Service: 1.00 pm – 2.00 am • Supper Hour: 5.00 pm – 8.00 pm 	Bar Menu	The three rooms of The St. Regis Bar offer a lively ambience perfect for socialising and celebrating after a busy day. The Cigar Lounge offers a lengthy selection which is a delight for aficionados. Whenever guests wish, they may savour a signature St. Regis Bloody Mary.
Azura Panoramic Lounge	Operation – Daily <ul style="list-style-type: none"> • Food Service: 12.00 pm – 12.00 am • Bar Service: 10.00 am – 1.00 am • Happy Hour: 5.00 pm – 8.00 pm 	Arabic	Lounging over three unique levels and a spacious 1,600 square metres, the alfresco Azura Panoramic Lounge presents entrancing views of the Abu Dhabi Corniche and the Arabian Gulf. Feast your eyes on the glittering lights, soak up

	<ul style="list-style-type: none"> • Shisha Service: 11.00 am – 1.00 am 		the warm sea breeze and breathe in gentle ambience of a perfect Arabian night.
Crystal Lounge	Operation – Daily <ul style="list-style-type: none"> • Lounge Service: 7.00 am – 12.00am • Afternoon Tea: 2.00 pm – 6.00 pm • Bar Service: 11.00 am – 12.00 am 	Continental	Crystal Lounge is located in the open space on the mezzanine level above the Grand Staircase and features an elegant chandelier of blown glass art. Combining sophistication, the Crystal Lounge offers a superb range of beverages and intriguing light snacks.
Cabana Beach Bar and Grill	Operation – Daily <ul style="list-style-type: none"> • Beverage Service: 10.00 am – 11.00 pm • Food Service: 11.00 am – 10.00 pm 	Grill	Cabana Bar & Grill is the new hotspot on Abu Dhabi's Corniche. Savour a delectable menu of crisp salads, hearty burgers and fresh paninis throughout the day with classic entrées and decadent desserts, while sipping refreshing cocktails and watching the sunset over the horizon.
Private Dining (In-Room Dining)	Operation – Daily 24hrs	International	Private Dining is a term used by all St. Regis Brand that offer luxurious and bespoke service, tailored and delivered straight to the guest room. Menu offered provide a wide arrays of international food and cooked to guest preference.

Monthly Big Events	
Events	Description
Brunch In The Clouds	The World's Highest Suspended Suite is opened for an exclusive brunch journey that explores the bedrooms, a cinema full of candy, a caviar ice bar and mixologist on demand, spa and two-floor majlis. The journey, exclusively for 50 diners on the last Friday of each month, commences in the hotel's grand Reception Hall where guests are met by one of the hotel's butlers who will escort them to the Abu Dhabi Suite's private elevator
Helipad Sunset Supper	Not for the faint-hearted, 20 guests, once per month, will be able to to experience a very unique <i>Helipad Sunset Supper</i> , 255 metres in the air. Each guest will be escorted behind the scenes through the hotel's secret back hallways and elevators to the rooftop helipad. Guests will be treated to a live saxophonist performance and the signature St. Regis Champagne sabering ritual. A plenitude of world-class culinary luxuries such as premium caviar, fresh oysters and extravagant canapés will be served along with internationally acclaimed beverages.

Meetings and Events							
Venues	Size (m ²)	Capacity (pax)					
		Banquet	Theatre	Class-room	U-shape	Recept.	Conf.
Al Jurf	83	40	50	24	18	75	20
Al Khaznah	183	120	100	60	42	150	32
Al Khaznah I	92	60	36	36	24	75	20
Al Khaznah II	92	60	36	36	24	75	-
Al Mudhaif	1,311	750	1080	600	150	1000	-
Al Mudhaif I	316	200	240	144	81	250	-
Al Mudhaif II	585	310	530	312	90	400	-
Al Mudhaif III	410	240	260	180	81	350	-
Al Mudhaif I+II	901	200	770	456	114	650	-
Al Mudhaif II+III	995	550	830	456	114	750	-
Al Muqam	83	40	50	24	18	75	20
Liwa	57	-	-	-	-	-	12
Abu Dhabi Suite	11	-	80	48	30	100	28
Nation Riviera Beach Club Event Lawn	506	-	-	-	-	300	-

Other services provided:

- St. Regis Signature Butler Service – available for all rooms
- 2 Swimming Pools (1 swimming pool by the beach and 1 swimming pool on the 3rd floor), excluding 1 children's swimming pool\
- Treasure Island Children's Club
- Sisters Beauty Lounge
- Fitness Facilities
- Remede Spa

Our Market Positioning and Competitor...

Within Marriott International properties, over 30 brands, The St. Regis brand plays in a classic luxury segment together with J.W. Marriott and The Ritz-Carlton. These, 3 brands are the strong market leader in luxury segment all over the world. Especially under the brand of Marriott International, largest hospitality company in the world.

Deeper into St. Regis Abu Dhabi itself, our hotel is a quite unique mixture in the market. Our guest consist of 50% business traveller and 50% leisure traveller. Both playing in luxury segment. Our unique location makes us to have these type of guests. Our hotel is located at the Corniche of Abu Dhabi, facing the beautiful of Arabian Gulf. That's the reason why we have beach in our hotel that attract leisure guest.

Abu Dhabi itself is central government operation of United Arab Emirates. A lot of international exhibition and even Formula 1 held in Abu Dhabi. In this city we also

have some tourist destination like Ferrari World, Yas Island Waterworld, and recently Louvre Museum just opened in Yas Island. Besides, taking United Arab Emirates as a whole country, it is considered as one of the fastest growing country in the world, with its skyscraper building attract a lot of tourist and company to invest.

In this segment we are not playing alone, there are some other big hotels with big brands also in this city. Here are our competitors based on location and the segment that they are in:

- Jumeirah at Etihad Towers
- Emirates Palace
- Intercontinental Abu Dhabi (Neighbour Hotel)
- Sofitel Abu Dhabi Corniche (Neighbour Hotel)
- Hilton Abu Dhabi (Neighbour Hotel)

However, among these competition, we are very strong proven by traveller choice rank in TripAdvisor. We ranked #6 out of 128 hotels in Abu Dhabi.

Customer relations management – Loyalty Programme ...

Currently, within Marriott International, there are 3 loyalty programme, they are The Ritz-Carlton Rewards, Marriott Rewards, and Starwood Preferred Guest. Soon it will be merge into one single programme, but now at St. Regis Abu Dhabi we still use SPG. However, the other 2 programme's member still can get the same benefit in the same level of membership they are in.

Benefits	Blue	Gold	Platinum
Starpoints earned per eligible U.S. dollar spent	2	3	3 or 4
Credit earned toward elite status on paid and Award Stays	√	√	√
Starpoints earned for meetings and events	1per US\$3	1per US\$2	1per US\$2
Credit earned toward elite status on paid and award stays when you contract for a group or meeting	√	√	√
Redemption of free night awards without blackout dates	√	√	√
Guaranteed room availability	x	x	√
An enhanced room at check-in	Preferred Guest Plus	√	x
Best available room upgrades at check-in, including standard suites	x	x	√
4 pm late check-out, subject to availability at resort and conference centre hotels	Preferred Guest Plus	√	√
Club and executive level lounge privileges where available	x	x	√

3. TCHT Internship survey

Name of the Company	The St. Regis Abu Dhabi
Internship period	3 rd September 2017 – 3 rd March 2018
Departments covered	Food and Beverage Department

Thank you for taking the time to answer these questions using the Likert rating scale presented below.

5 – Strongly Agree 4 – Agree 3 – N/A 2 – Disagree 1 – Strongly Disagree

		5	4	3	2	1
1	I received a full orientation of the company's facilities & operation.	√				
2	I understood what was expected from me during my internship.	√				
3	I received necessary training on all the tasks I was asked to complete	√				
4	I was given proper and valuable training by the supervisor.	√				
5	I received frequent feedback and guidance from my supervisors.	√				
6	I found the overall quality of supervision appropriate and sufficient.	√				
7	I found this internship challenging but interesting for my future.	√				
8	I was able to learn more and to apply my practical knowledge.	√				
9	I was able to give suggestions or ideas to my supervisors/managers.	√				
10	I was given opportunity to work independently with minimal supervision.	√				
11	I have now a much better understanding of skills, systems & procedures in place and needed.	√				
12	I have learned and now feel more confident about my skills and competencies	√				
13	I felt my presence was appreciated by the staff & management.	√				
14	I was treated with respect by management and fellow employees.	√				
15	My superior was available and accessible when I had questions or concerns.	√				
16	I felt well integrated and welcomed in this working environment.	√				
17	I have been treated fairly and was given relevant tasks to achieve.	√				
18	I was satisfied with staff welfare (allowance, paid overtime, duty meals, uniforms, etc...)	√				
19	This internship fulfilled my expectations	√				
20	This experience gave me a realistic preview of my field of interest.	√				

a. Personal duties and responsibilities

In my final internship at The St. Regis Abu Dhabi, I have selected to be an intern at Food and Beverage Department. As this particular department itself is very big, I didn't know in which outlet I would work with until the first day when I arrived at the hotel. There were two intern at that moment and 7 new full time staff during orientation. I didn't have anything to expect because I was fine to be put in any of the outlets, but if being asked about my preference, I wanted to be in the hotel's fine dine restaurant. However, I discovered that I will have my internship this time at *Private Dining*, a term used by St. Regis for In-room Dining/Room Service department.

At that moment I thought that it would be nothing to learn and boring, but I was wrong. It turned out to be a very good place to be. A lot of new things that I never think about it before, because in my previous internship I did it in the hotel's all day dining restaurant. Room service is finer and the interaction with guest is more intimate. Besides, *Private Dining* is not only about delivering food to room. Here in St. Regis Abu Dhabi, I learned a lot, especially about minibar – one of major issues in most hotels and also amenities. Thus, I discovered a whole new thing.

Unlike in any other hotels, here in The St. Regis Abu Dhabi, our *Private Dining* has three major operational activities, the first one of course room service or in-room dining. The second one is minibar, and the third one is amenities. My manager, who luckily has the same nationality with me, Mr. Dolok, has given me a chance to experience these three different activities within *Private Dining* and also some extra activities outside this department, which are helping for two main events that our hotel has: Brunch In The Clouds and Helipad Sunset Supper (Annex 12 and 13)

Private Bar (Mini Bar) ...

On my first month, I was not directly put into service as I am a new join, instead I was assigned to learn about *Private Bar* – a term to call minibar at St. Regis. Mini Bar is very interesting for me because I know that minibar is a major problem in hotels all over the world. However, my manager told me that our mini bar is performing very well in this hotel. That's make me eager to learn how minibar in this hotel can be good whereas in other hotels it is a problem.

First couple of days, my senior in minibar guided me thoroughly how to do minibar. From the procedure of entering guest room, checking the items, removing, refilling and arranging the item in the mini fridge (Annex 1 and 2), and create a report (Annex 4 and 5). It was very tiring for me because we have a total of 283 rooms to be checked every day, but as the time goes by I can adjust with the daily job. After 1 week, my senior started to teach me on how to retrieve the report from the system (Opera), make the report, and update the daily report. One more thing, in The St. Regis Abu Dhabi, besides taking care of minibar's items, we also taking care of minibar's glasses that need to be replenished every day.

From then I start to discover how minibar can perform really well in this hotel. It is not only about carrying out daily operation as mentioned above, but how we can manage our time, be consistent and persistent every day. For example, to ensure minibar performing well, it has to be started from 9am shift. From 9am to 12pm, all due out,

checked-out, and arrival rooms have to be checked to know the dispute item for checked-out room and for due out room we can charge it directly. Arrival room also important in case the previous guest checked-out early in the morning so we can prepare the minibar before they arrived. *Mise en place* like polishing the glass and make the report have to be done within 30 minutes after come to work. Next on, from 12pm onwards, we start to check the stay over guest and on 4pm, as we work in pair, one of us have to check the system and go for *Do not Disturb* room that we found in the morning. That's why our hotel can perform really well by minimizing the dispute and maximizing revenue.

From there how I can measure my achievements is when I was given a task to do minibar after I finish my first month without supervision from my senior, I can handle minibar very good by myself. Moreover, I have to supervise another permanent staff who just learned about minibar less than 2 weeks, but I successfully run the minibar. On that day, I can make a revenue of 3,000 Dirhams where usually, our daily revenue is within 2,000 – 2,500 Dirhams. It means, not only I can run minibar, but I can lead even without my senior there and guide other staff. Besides, it means that I gained a trust from my manager to handle it, even I just an intern. At the end, I really well understand on how to run minibar by my own and know how to run it very well. It is a good knowledge to earn.

Of course there are some personal and professional challenges as well that I faced. Personal challenge for example, as mentioned before it was a tiring job. Checking 283 rooms daily, running by stairs from 9am to 6pm. Besides, removing minibar when guest request. It is not only one or two item, but the whole items inside the fridge including the snack and also refilling. Professional challenge, the major problem is cultural differences. My senior in minibar is from Uzbekistan who is very strict and stiff. Thus, we have a communication problem by having small conflict over small problem. I have to adjust by following him at the same time communicating clearly with him.

Amenities ...

Here, in all St. Regis, amenities means welcoming amenities. Means for all arriving guest, when they reach their room, they will be greeted with amenities, even for non-VIP guests. Amenities ranging from VIP 5 as the lowest to VIP 1 as the highest. They will receive different amenities such as small fruit balls, medium fruit balls, chocolate plate (Annex 7), cake, sparkling pomegranate, wine, and champagne. For VVIP like president, artist, ministry, and high-paying guest, they will have a table full of fruits, bar food and beverage upon arrival in their suites. Actually, amenities is a job for butlers. All the amenities have been arranged by front office team the day before and they will send the amenities list through email (Annex 6). We in *Private Dining* just helping them to place in the room or butler pantry in each floor. However, it is not an easy job to do.

We still have to deal with the system, like Opera, retrieve the data of arrival guest as well as checking the room status from housekeeping. It is impossible we place the amenities inside the dirty room or not inspected room as it might be thrown away by housekeeping or supervisor upon checking as they will consider it belongs to previous guest. Thus, only inspected room. It will get harder if there is a lot of arrival room because we need to put it inside the room one by one. It will takes time, so managing time is very important here. Also, when there is a conflict with pastry kitchen regarding the items that

will consume a lot of time. We only given 3-4 hours to complete all rooms, from 33rd floor until 49th floor.

Again, how do I measure my performance here is by gaining trust from my manager to perform it alone. Only after 2 times being supervised, I have to do it alone. To know whether I did well or not, after I finished with my amenities, there was no complaint or call from butler and I was able to finish it on-time. It means, I able to manage my time properly, even where there was a delay from pastry kitchen. I know how to prepare the amenities list, from the beginning of retrieving the report, prepare accounting list and tracking list, until delivering it to the guest room without problem. It really contributes a lot to my internship because not all hotels involve their in-room dining outlet to do the amenities, so I can learn extra things that will benefits me in the future.

I encountered some difficulties as well. As mentioned above, when pastry kitchen are not preparing accordingly to what items listed, it will cause delay. Thus, some argument with the chef happened quite sometimes. Here is where my communication skills put into test. How I can talk with the chef properly accordingly that will not cause conflict or clash, by talking politely but still firm. Besides, internal problem also occurred, especially when it is very busy, a lot of arrival rooms. I, personally, will take shortcut by not putting it in the room, but in the butler pantry so that they will deliver it by themselves. However, it is wrong. I've done it in the first day because I feel lazy and I want to go back home on time. But as a professional, I have to do it accordingly and I keep pushing myself to follow the standard.

Private Dining ...

Private Dining or In-room Dining is a totally new experience for me. It's totally different with service in restaurant where we serve the guest directly, individually, and privately inside the guest's room. The service is more personalized but at the same time also bring a lot of tension to the server. Not only responsible to deliver a perfect service, but also to engage emotionally with the guest. If something went wrong, it's only between you and the guest, and to recover will take time.

On the first day itself when I started my duty, I was went through *Private Dining*'s orientation with my supervisor. He explained to me all the details and how we work in daily operation. From the *mise en place*, the moment we take order, set up the table, deliver the order, courtesy call, clearance and floor clearance. He explained to me all the details, the Foundation of Excellence (FOE) or the SOP, the menu, and took me on a hotel tour as well. On the first couple of days, of course I haven't allowed to serve the guest directly, I've been following my other colleagues, observed how they work, from entering guest room until saying goodbye.

There are a lot of things from FOE that need to be followed. As it was a first experience as an in-room dining staff, when my manager allowed me to serve the guest, I was a bit nervous Because of that on the first several services I've missed out some of the FOE. I keep forgetting one and another procedure, but soon, after one week, I could get used to and performed really well. From then, step by step, I've given a chance also to handle hotel's important guest.

How come I know that I performed really well? One day, I was given an order. It was a normal order actually, but my order taker already told me that the guest was sick,

so we prepared a complimentary ginger lemon tea for her. It is our habit to take care of our guest at an extra miles to ensure they have an unforgettable stay and taking care of sick guest is one of it. When I arrived at her room, I did my best and it was like any other services. What differentiate was the way I engage with the guest, I offered her to pour the tea, refill the tea, and even I boiled a water for her inside her room, in case if she finished, she can used it to brew the ginger again. We had a long conversation that time.

What made me so surprised was on the next day, when I just started my duty, my manager received a call from her, she asking where is Michael, and she wanted to be served by me. It means, guest really remembered my name and feel comfortable with me. I was successfully emotionally engaged with the guest and when guest recognized me, I feel very happy also. Not only to guest who feeling not well I give my best, but for every guest that I served I tried to give my best and be consistent. I will make sure that I emotionally engage with them so they can recognize me as well.

Besides doing services and services, I also received a lot of training on what my supervisor do every day. He taught me all about *Private Dining*, from checking the stock, ordering from the system, charging the guest, room posting. He explained to me every single system that we used, from Opera, Micros, StarGuest, until Adaco on how to make outlet requisition (Annex 9-11). The last one is ordering system that The St. Regis Abu Dhabi used. He taught me about how to order, when we order, and how much we need to order daily. It really brought me to another level where I experienced what is supervisor's job are, not only what line staff (server) do. Even he taught me very deep about Micros, how to close the bill and the transaction for the day. It means I keep learning and hopefully be more ready by the end of this internship. That's how successful this internship is.

During these 3 months, specifically in *Private Dining*, for sure I encountered a lot of challenges both personal and professional. Mostly, what professional challenges that I faced was be consistent in each services. Service need not only knowledge but also emotion. Emotion changes due to many reason, maybe because of the workload and personal reason. That's why each services different, but it has to meet the standard. However, as mentioned before, I always try to be consistent. Indeed in some services I did not deliver the best, but still I followed the procedure. Another guest also well recognized me by giving his business card. Personal challenges, for example, when my duty is started 6am. It was and is hard for me to wake up early at 4am to catch the 5am bus. But, by managing my time and myself so that I can get enough rest is very important.

b. Reflection on your professional experience

i. Would you recommend this internship to other student or your friends? (Y/N, why?)

Yes, because for me The St. Regis Abu Dhabi is the perfect hotel to learn everything as it is the best hotel in Abu Dhabi itself, in term of performance and service. The leaders and staff here is very open and welcome to others, especially in *Private Dining*. I have a great time here, once they trust someone, they will allow you to learn everything, from daily basis until what supervisor will do. A frequent feedback will be given also, not only by each outlet manager, but also from HR, from monthly basis until meeting with GM. Each of us intern here will have someone to be the mentor of their

own. All in all, it is really a proper internship where they will shape you to be a great hotelier.

ii. What can be further improved to enhance the overall internship program at this training placement?

For me personally, spending 6 months of internship in *Private Dining* is more than enough. I would like to recommend that within 6 months, we are rotated within F&B outlets. For example, 3 months in *Private Dining* and 3 months in Villa Toscana. Thus, more things to learn. It will be even better if we are allowed to move department also, for example within F&B and FO, because here we are an intern, we are here to learn as much as we can.

iii. List down and explain critical learning that you have gained / learnt during your internship.

- Communication skills – I learned a lot about this because in *Private Dining* we are not only communicate within our team, but also with other department like kitchen, front office, housekeeping, and also other outlets within F&B department. A good communication skill is needed for example as mentioned during amenities to ensure operation run smoothly.
- Problem solving skills – Of course as a waiter in *Private Dining*, when I delivered the food to the room, I encountered a lot of request from guest. As a true hotelier, I cannot say no instead offer alternatives and solution. This, required me to think critically and solve the problem immediately. For example, when guest are sick and need something, I will immediately boiled a water and prepared him/her a cup of tea.
- Interpersonal skills – For me *Private Dining* at The St. Regis Abu Dhabi has been a perfect team for me. We work together really well and support each other. That's where I learned to be a good team player and support each other's. Besides, our interaction with other department as mentioned before really tested my interpersonal skills.

iv. How have you applied the theories and concepts studied in class?

Of course I have applied a lot of theories and concepts into practice here during my internship. For example, setting up the table accordingly to the order. First of all the table all set in a la carte set up (Annex 8). When order come, the cutleries will be adjusted. It did not take any longer for me to understand because I have learned about a la carte and table dhote set up in semester 1 and 2. I know already which cutleries goes with which food items. Besides, I also have a basic knowledge of Opera and Micros. When my supervisor explained to me, I already understand and I can do what they asked me directly. For example, checking the room status, close bill, and room charge. Lastly, when my manager teach me a little bit about menu engineering, I already know what is plow horse, star, puzzle, and dog. This kind of advantage is what differentiate me with others who doesn't know at all at the first time.

v. Do you think your experience make you ready to start a career in hospitality/foodservice/tourism/events?

Yes I really do. Even before completing my 6 months of internship, I will surely say yes because here in St. Regis Abu Dhabi, they will treated your fairly like a staff and will give you the same opportunity and task and after 6 months, I will be fully ready to become a professional hotelier. They constantly provide you feedback and follow up, so you know what things you've done correctly, what is your mistake, and what you can do better. I've done a lot of introspection and from there I grew up to be a better person and more professional in this industry. A chance to be a leader here is very open wide in every job you do together with responsibility as well. I was able to nail every task given and

gained their trust. Therefore, I will not be afraid if in the future given the same task or even harder because I have been prepared really well here. That's what makes me confidently say yes.

vi. If you had the opportunity, would you like to join this hotel as permanent staff? (Y/N, why?)

Yes, I would like to join this hotel as a permanent staff. What is the most important thing for me that makes me will stay is when the company values back the staff. Once the company is able to value back the staff, they will be happier and willing to do extra for the hotel. That's what I feel here, from a proper accommodation (the best yet), salary, cafeteria (open every day, even during day off), uniforms, as well as constant feedback to develop our career is very good here. That's only as an intern, as a permanent staff more benefits will come, like ticket for vacation.

vii. Please mark your overall experience during this internship out of "20".

Why do you think you deserve this mark?

Out of 20, I will give myself a score of 18. First of all, it really based on my performance. I did really well here. I gained trust from my manager and supervisor, even my manager offer me to stay as a permanent. In every task given, I will gave all out 100% to the guest and to my colleagues as well. I able to get the job done and even lead other colleagues as well. Besides, I work really well along with other department, supporting each other when they need and at the same time learned as well. The result can be seen from the guest feedback. There was one guest that remembered my name really well and she only wants me to be the one who served her. I was able to do it constantly and consistently and that's what makes me really do well. Of course there is nothing was perfect. I did some mistake also, that's why I cannot give a perfect score. I made a mistake and sometimes I did a shortcut to get things done. For example, avoiding hygiene standard when pick-up food from store. No box are allowed to enter until *Private Dining* office but I still do sometimes. But overall, I did a really good job here.

4. Professional Study

a. Introduction

The St. Regis Abu Dhabi's *Private Dining*, how we called our In-room dining, covers 3 major operation as mentioned before: room service, minibar, and amenities. From these three different operations, I have seen some area that need some improvements and other that have a great business opportunities. First is the room service itself and the other one of course about the minibar and here are the formulation on why these 2 areas can be improved even further.

i. *Private Dining*

Not only The St. Regis Abu Dhabi's *Private Dining* that opens 24 hour/365days, but also all other St. Regis's properties *Private Dining* and all In-room dining in every hotels do the same. It offers the same thing, which is delivering the food directly to the room instead having it at restaurant. It is a must, especially for a 5 stars luxury hotels to have such services. Besides our services to deliver the food to the room directly, one thing that differentiate in-room dining with any other Food & Beverage outlets is the ability to increase the intensity of the business.

Why? Unlike any other hotel's restaurant, in-room dining cannot do any promotion to get hotel's guest to dine in and non-in-house guest to dine in as well. A restaurant can do a festive promotion or even themed dinner/lunch/brunch to attract guests to come and dine in to maximize revenue as high as possible. It's impossible for example, during low occupancy, in-room dining ask people to come, stay in our hotel just to order from in-room dining.

It's also not confirmed when the hotel is fully booked, the guests will order for in-room dining. Our business really depends on the hotel occupancy, but most importantly the guests themselves. If they don't want to order, they will not order. From here I see a great business opportunities because actually it's possible to create some sort of promotion or events to maximize revenue for In-room dining that may attract guest to come.

ii. *Private Bar*

Minibar is a classic problem that every hotels have. It's a problem that still exist until now and unsolvable. However, it doesn't means that it cannot be minimized. Even I mentioned above that at The St. Regis Abu Dhabi the revenue generated from minibar is beyond expectation, still I have seen some areas that can be improvised even further and most importantly to make the daily operation more efficient.

The process on how to check the minibar is already good here, but it can be even better. The most important thing in minibar is dispute, how we can check every single minibar before the guest check-out so we can charge them. It's already lucky enough for us if the guests themselves willing to tell what items they have consumed directly to front office during check-out, but it's very rarely. Most of them didn't and even a lot of tricks they did to avoid paying for minibar.

Because here the minibar team start to check around 9am daily, what will happen if there are a lot of guests have been checked-out before it? Besides, if there is a lot of departure room within one day, is it possible to check all the room before they check-out? If yes, how many time needed? What if during the weekend a lot of room still in DnD status so we cannot check the minibar? These questions still can't be answered here in The St. Regis Abu Dhabi. Sometimes it caused a huge lost due to a lot of dispute and lack of in-efficiency. Thus, changes has to be made to improve the operations.

b. Environmental Scan

i. Private Dining

Currently, none of the hotels from all over the world have come out with an idea to come up with a promotion in their in-room dining outlet. Thus, if a correct event/idea of promotion of in-room dining can be made, it will be a game changer as well to set apart from the competition. It good to be the first hotel in the market to do an innovative way. However, as mentioned before, what kind of product that suitable to the market?

I've been through a lot of discussion with my manager during this internship. A lot of question I've asked my manager on why we cannot do any promotion/events in in-room dining. Then he showed me something that I never think before, a product that might be suitable. It called *gift amenities*. It has been done in other St. Regis properties that someone can order a special welcoming amenities upon arrival at the room. It is for someone who wants to surprise, maybe his/her couple, friends, and relatives.

It's not about room service, but I think it's a great idea to be implemented in room service as it is suitable with our target market. Why? Guest who orders for in-room dining will order of course for him/herself. It's impossible the guest order through a phone call to set-up for a romantic dinner in the room for himself/herself. Moreover, it is her own room, he stayed there already. There are no differences with ordering for a room service. But how if someone else booked a hotel, ordering for a romantic set-up before arrived at the hotel, so when the checked-in and went into their room, there will be a waiter ready together with the table and food ordered previously. It's like a gift amenities but in different ways that can make in-room dining outlet make additional revenue besides depending on the guest's order only, even during low occupancy.

Strength: Make additional Revenue Increase of profit	Opportunities: First innovator to make a promotion in room service
Weakness: First one to try – might be failed	Threats: Arise of the competition Competition of romantic dinner restaurant

ii. Private Bar

It is still become a problem in every hotel's minibar on how to minimize the dispute and maximize the revenue of it. It's impossible to monitor 100% because minibar itself located inside the guest room. If the guest checked-out already and they consumed something before the minibar team check, the hotel cannot charge for it. If it is happen only once a month maybe still considerable, but how if it happens quite a few times and the items consumed is the expensive one? Sometimes it can be from our staff as well who consumed it.

We cannot eliminate minibar, especially for a 5 stars luxury hotel, it is a must to have it. Minibar can make a good revenue if managed well. Business guest for example, they don't have time to go outside of the hotel to buy something because it is a waste of times, instead staying at the room and take some items from minibar. Therefore, it's important to have minibar and have a good control of it. Some suppliers already out there offering an automated minibar fridge that can be monitored accurately, full with censor, and connected to the PMS.

Strength: 95% Accurate minibar tracking Increase profit Efficiency in operations	Opportunities: Minimizing number of dispute items
Weakness: Expensive initial cost	Threats: Maintenance - especially if system failure

c. Project Proposal

i. Private Dining

Name of product : The Private Gifts

Objectives :

To maximize the revenue of in-room dining outlet by coming up with seasonal events

Product explanations :

The Private Gifts – it is a seasonal promotion using similar concepts like gift amenities where the guest can order for a special dinner in the room by the time they checked-in as a gifts to someone special. The ordering process will be done online. A room will be set up accordingly, with a table ready and a waiter already inside before arrival. After all things set up and the food served, the waiter will leave the room. It will create a private ambience – private gifts. When the guest arrived at the room, the waiter will greet and serve them personally. Why seasonal, because this kind of dinner usually will be popular during Valentines, Mother Day, Christmas, or even New Year. However, it still opens if the guest want to celebrate any anniversary. Another benefits is that besides making additional revenue, it will attract people to stay in our hotel as well.

Resources needed :

Basically, almost no additional resources needed. The only thing that might add up the cost is the decoration itself. In addition, a proper manning is very important, especially if there is a lot of booking or reservation on The Private Gifts remembering that in-room dining outlet's staffs is not as much as any normal restaurant and it takes times to prepare the room and serve the guest.

Project Management Chart :

	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb
Research & Development									
Conceptualize product									
Resources Management									
Advertising									
Product Sampling									
Review									
Execution									

ii. Private Bar

Product name : Automated Minibar Fridge (Annex 3)

Objectives :

To maximize minibar's revenue by minimizing the disputes items of minibar

Product explanations :

Implementation on automated minibar fridge actually already exist, but not many hotels using it including The St. Regis Abu Dhabi. The automated minibar fridge is like a kind of smart fridge where it's connected directly with the PMS (Property Management System). It's fully equipped with sensors that may detect if the guest takes items from minibar and directly charge the guest through the system. Thus, no need to worry much about dispute items. It connected real time with the minibar attendant and if a new guest arrived, minibar attendant no need to work twice by checking the room on what item

consumed and go back again to refill. It ease the time and make the operations more efficient.

Resources needed :

Obviously finding a proper and appropriate supplier of automated minibar fridge is very important. For example, one company that spread almost worldwide – Minibar System, provide wide arrays of automated minibar fridge type. A good research should be conducted because implementing automated minibar incurred a very high initial cost. A proper planning in advance is very much needed to avoid such lost. On the other hand, hotel can makes more saving because the system will ease the operation and as a result less staff needed.

Project Management Chart :

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept
Research & Development									
Suppliers Research									
Suppliers Review									
Suppliers Selection									
Meeting with suppliers									
Finalize product									
Try-out									
Review									
Implementation									

d. Conclusion

i. Private Dining

The implementation of *The Private Gifts* has an expected outcome to make additional revenue for in-room dining outlet. It will attract a new kind of market where they will order from in-room dining as a gift to someone special. Thus, the business will not only depends on in-house guest but may attract potential guest to come as well. It can contribute to the hotel occupancy as well because when they order for *The Private Gifts*, automatically they will stay as well. Here are some benefits of implementing *The Perfect Gifts*:

- Source of additional revenue for The St. Regis Abu Dhabi's *Private Dining*
- Increase in revenue will increase the profit as well due to minimal cost incurred
- Set the hotel apart from the competition to be the first in the market
- If implemented, can be a new unique selling point of the hotel

However, implementing this new product in the market should consider not only short but also long term impact. For example, when launching this product, don't let it be a current trend only, but also can be sustained as well. For example, after a success as a seasonal events, let's try it to become a regular product that can be purchased anytime. Trend might be the potential negative impacts in the future. It really needs a proper and accurate strategy to advertise the product, remembering this is a new product where it's not popular yet (constraints).

ii. *Private Bar*

Adopting automated minibar fridge might be the effective solution to overcome the problem in minibar. It may not eliminates the problem 100%, but at least it helps to minimize the number disputes and theft-pilferage really well. By minimizing the dispute it means revenue will increase as the expected outcomes. Here are some of the benefits of using automated minibar fridge:

- Maximizing revenue by minimizing disputes items
- Maximizing revenue because minibar team have a lot of time to check stayover guests
- Minimizing lost due to theft (by outsiders) as well as pilferage (by staffs)
- Accurate monitoring of minibar items
- Minimizing guest disturbance – because minibar team/attendant no need to disturb guest before check-out to check the minibar because the system automatically update any consumption directly to the system
- Labour saving almost 60% - because minibar team/attendant no need to check what item is missing then go back again to refill as the system already showed what item is missing
- Efficient operations

However, if there are pros there will be cons also. For example, it incurred a lot of initial cost at first that might be the constraints of implementing this project and regular maintenance in the future. Besides, if there is system breakdown, it will incurred extra maintenance system as well. Thus, a well planning at the beginning is very important. Starting from negotiating with the suppliers, the installation, and the operations itself. We have to look not only for the short term but also for the long term as well. Yes it might incurred a lot of cost initially but it will generate more revenue if the operation works really well. The management should ensure the minibar team should be able to minimize disputes at least not more than 1% and they should take a good care of the fridge itself. It's better to prevent the machine from breakdown. Thus, saving maintenance fee.

5. Conclusion

All in all, what I can say from this internship that it has been a very great learning experience yet memorable. It's not finish yet for me as I still have 2 months to go until March 2018, but I can say it already. It is a pleasure for me to be as an intern at this hotel. It proves me that I did not make a wrong decision at the beginning by choosing this hotel where I have some alternatives at that moment.

This internship placed me at Food & Beverage Department, more specific at *Private Dining*, or so called in-room dining at The St. Regis Abu Dhabi. Something that I didn't expect but turned out exceptional at the end. I never found a bunch of people that really solid and strong as a team together, especially the manager, Mr. Dolok. He always be there for the team and give supports. Moreover, he really treat me not as a trainee but as a real staff.

A same responsibility was given to me like any other staffs. From there I really develop myself as who am I today. I was given a chance to lead others, handle important guest, and do something on my own. It was the same with what I expect at the beginning, given a same chance and responsibility as normal staffs, because from there I can grow. I really learned a lot from him. Thus, if in the future I was given a responsibility to work in any other hotels' in-room dining I will be ready to face it. That is how helpful this internship for me.

If given a chance to remain in the same establishment I will say yes but not for a long time. Why? It is true that I like to work here, especially with *Private Dining*, but on the other hand I would like to develop myself even further. By sticking at *Private Dining*, it is a bit hard if you want to grow compared to work in the hotel's restaurant. But, indeed it's a great hotel that performing really well with fantastic staff and I would love to work here.

This is my third internship and final internship (2 mandatory from university and the other one was taken during school break), it means my journey in Taylor's University almost over. I've been through up and down, thick and thin during the past three years that really shaped me as who am I today. I learned a lot, especially about knowledge needed to be a successful hotelier in the future, but most importantly to be a leader. I believe that it not just about knowledge. It's only make up 25% for me, but as mentioned before, to be a leader the most important thing is all about attitude.

That what I think I have gained a lot during the past three years. Life lesson I called it. For example, how to be persistent, consistent, and determined. Always feel motivated and desired to lead others and inspire others. My attitude towards others, friends, lecturers, and colleagues is the one that really develop me. If you have a great attitude, success will follow and that's what I feel right now and I will keep doing in the future. It's always about life learning without forgetting the importance of knowledge. That's what I can sum up from the past three years. Something that made me to be ready in the industry and be a future leader. Thank you.

6. Appendices and Annexes



Annex 1 - minibar



Annex 2 - minibar



Annex 3 – automated minibar

MINIBAR DAILY CONSUMPTION																
Date	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007
Items No.	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007
Initiation	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007
Initiation / Total Ratio (%)	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007
Widely	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007
From	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007
Cost	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007
Cost	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007
Heavy Martin	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007
Company	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007
Personal	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007
Water	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007
Real water	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007
White water	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007
Coke	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007
Star Coke	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007
Sports	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007
Food	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007
Hot Water	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007
Bubbling Water	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007
Orange Juice	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007
Apple Juice	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007
Realfruit	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007
Gummy Bear	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007
Cartoon Buds	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007
Mixed Nuts	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007
Chips	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007
Assorted Box	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007
Real Fruit	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007	2007

Annex 4 – minibar daily report

[illegible]

Annex 5 – minibar offline charges

[illegible]

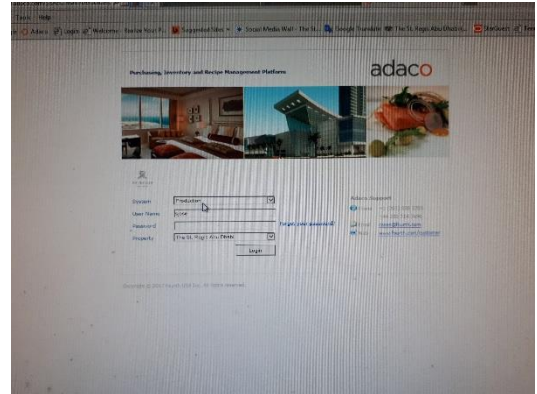
Annex 6 – amenities list



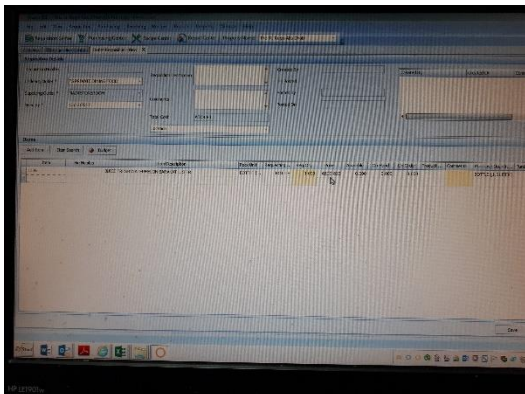
Annex 7 – Amenities “Chocolate Plate”



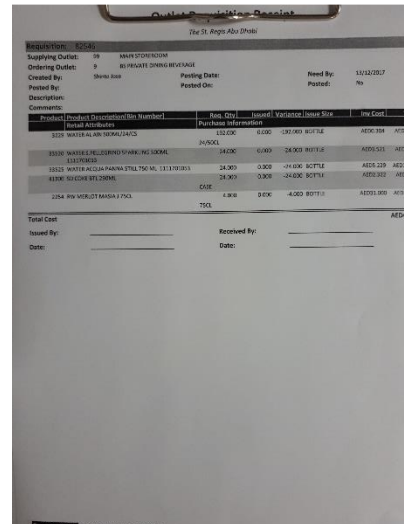
Annex 8 – Private Dining A La Carte Set-up



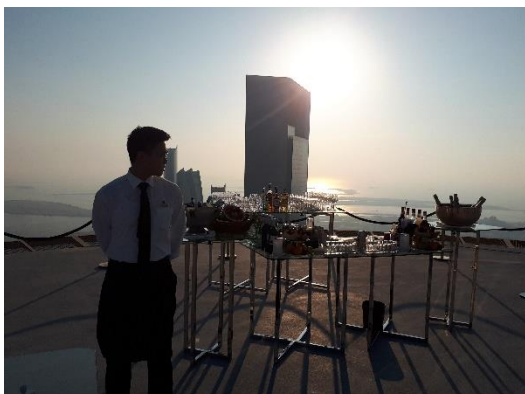
Annex 9 – Adaco system for requisition



Annex 10 – sample of outlet requisition



Annex 11 – requisition's receipt



Annex 12 – Helipad Sunset Supper



Annex 13 – Brunch in The Clouds

7. Internship Evaluation Form by Supervisor



TAYLOR'S UNIVERSITY
Wisdom · Integrity · Excellence

SCHOOL OF HOSPITALITY, TOURISM & CULINARY ARTS
Bachelor Degree Programme

INTERNSHIP EVALUATION FORM

<input checked="" type="checkbox"/> Bachelor of International Hospitality Management	BATCH: BH10 TRAINING: <input type="checkbox"/> 1 st <input checked="" type="checkbox"/> 2 nd
<input type="checkbox"/> Bachelor of Culinary Arts & Foodservice Management	
<input type="checkbox"/> Bachelor of International Tourism Management (Travel and recreation Management)	
<input type="checkbox"/> Bachelor of International Tourism Management (Events Management)	

Name of the Student	MICHAEL REYNER SUWIDJONO		
Name of the Company	THE ST. REGIS ABU DHABI		
Address	NATION TOWER, CORNICHE, ABU DHABI, UNITED ARAB EMIRATES		
Post Code	60476	City	ABU DHABI
Phone number	(971)(2) 6944444	Country	UNITED ARAB EMIRATES
Email Address	ABUDHABI.BUTLER@STREGIS.COM		

Company Supervisor's Name	MR. DOLOK
Designation	PRIVATE DINING MANAGER
Commencement date of internship:	3 rd SEPTEMBER 2017
Date of completion:	3 rd MARCH 2018
Daily Working Hours:	9 HOURS

Department(s) in which the student was involved

Private Dining; participate with some of the event: BRUNCH IN THE CLOUD HELIPAD EVENT

Tasks and responsibilities of the student

Private Dining include: The Minibar Attendant, Amenities Room Attendant and Private Dining Attendant for Morning, Afternoon and Night Shift.

Attendance:

Leave eligibility Days	Absent with approved leave	0 Days
Absent without approved leave	0 Days	Reason:	



SCHOOL OF HOSPITALITY, TOURISM & CULINARY ARTS
Bachelor Degree Programme

INTERNSHIP EVALUATION FORM

APPRAISAL BY THE PERSON IN CHARGE OF THE INTERNSHIP PROGRAMME

CRITERIA OF APPRAISAL	1	2	3	4	5	N/A	COMMENTS/REMARKS
Attitude <i>Ability to comply with the requirements of the industry (punctuality, grooming, behavior etc...)</i>					✓		well liked by the other colleague and guest ask for his service.
Knowledge <i>Level of knowledge compared to the industry requirements</i>					✓		Fast learner. he can capture all task given to him.
Productivity <i>Ability to produce quality work in line with the deadline and constraints given</i>					✓		At the beginning he was at Munkar after prove himself he is now PD waiter
Quality of work <i>Ability to complete a task in line with the professional standards required</i>					✓		follow standard.
Teamwork <i>Ability to work in a team and contribute actively</i>					✓		PD colleague like to work with him.
Creativity <i>Ability to make suggestions for improvement</i>					✓		He share his idea to improve the service.
Time management <i>Ability to comply with workload and deadlines efficiently</i>					✓		No late for duty, all task finish before he went home.
Decision Making <i>Ability to analyse a situation and make relevant choices</i>				✓			All challenges have to report to supervisor and Manager.
Oral Communication <i>Ability to express oneself clearly and professionally</i>					✓		He always follow the ST Regis Verbiage standard.
Written communication <i>Clarity and preciseness of written expression</i>					✓		Excellent.
Total							

5 (Excellent): Above the standards expected and capability to practice autonomously

4 (Very good): Above the standards

2 (Poor): Improvement required for some of the tasks

3 (Good): At the level of the standards

1 (Very poor): Improvement required in the basics of the tasks

Summarize the trainee's major strengths.

Michael is fast learning; There are no task left behind while he's taking care; His capability to adjust himself with Private Dining team ensure the other colleague comfort to do the task with him.

Summarize areas for improvement

More exposure or cross learning in other department example Bar or Dining Restaurant. will give him more knowledge in Food and Beverage.

In view of the student's performances, would your company be interested by the student's profile to hire him/her as a permanent employee? If yes, for which position?

YES. waiter.

Appraised by: Name	Position	Date	Signature	Stamp
DOLOK.	PD. MANAGER	11/12/17.		

Please submit the completed form to Divisional Office either in person, fax or e-mail to:

Fax: 603 5629 5522 Divisional Office Attn: Ms Yeong chooiling.yeong@taylors.edu.my

8. Internship Marksheet



INT 60203 INTERNSHIP 2- MARKSHEET

ASSESSMENT COMPONENTS

1. Pre-Internship Briefing and Career Talks (10%)		
1.1 Briefing	___ /2	
1.2 Career talk	___ /2	
1.3 Career talk	___ /2	
1.4 Career fair	___ /4	
Pre-Internship Training: TOTAL (Marks)		(A) ___ /10
2. Internship Period (50%)		
Internship Evaluation Forms by Supervisors		
Q1-10 – total marks:		
Internship Period : TOTAL (Marks)		(B) ___ /50
3. Post-Internship Report (40%)		
3.1 Portfolio / e-portfolio	___ /10	
3.2 Internship Report	___ /30	
Post-Internship Report : TOTAL (Marks)		(C) ___ /40
GRAND TOTAL (A + B + C)		___ /100

NOTE TO MARKING LECTURERS:

Forms and Reports which are submitted late to the Divisional Office will be penalized as follows:

<i>Submitted one (1) day after deadline</i>	-	<i>deduct 5% from mark awarded</i>
<i>Submitted two (2) days after deadline</i>	-	<i>deduct 10% from mark awarded</i>
<i>Submitted three (3) days after deadline</i>	-	<i>deduct 15% from mark awarded</i>
<i>Submitted four (4) days after deadline</i>	-	<i>deduct 20% from mark awarded</i>
<i>Submitted five (5) days after deadline</i>	-	<i>ZERO (0) mark for the assignment</i>

Incomplete documents will be rejected.

ASSESSER's NAME and SIGNATURE		GRADED ON (DATE)	
--	--	-----------------------------	--