

CHAPTER I

INTRODUCTION

A. Background

Universitas Pelita Harapan (UPH) is a university located at Jl. M. H. Thamrin Boulevard 1100 Lippo Village Tangerang 15811. Indonesia which was founded in 1994 by Ir. Johannes Oentoro and Dr. (HC) James Riady from Lippo Group. The University's vision is to become a center of academic excellence built and developed based on true knowledge, faith in Christ, and divine character and Universitas Pelita Harapan Mission to organize holistic and transformational education rooted in the Bible and the Reformed theological framework, contribute to scientific and cultural progress led by a biblical Christian worldview, and participate redemptively in the development of individuals and societies to the glory of God. Universitas Pelita Harapan's approach to education is based on Christian principles, which inform its emphasis on character development, leadership skills, and faith-based values. The University's commitment to holistic education aims to develop students who are not only knowledgeable but also ethical, compassionate, and responsible leaders. Universitas Pelita Harapan has several faculties and study programs, one of the programs at Universitas Pelita Harapan is Hospitality Management which I am currently taking. The program in Hospitality Management that I am currently pursuing is required to produce one internship report. The internship program offers a valuable opportunity for students to translate theoretical knowledge gained from their

university studies into practical experience in the Hospitality Industry. One option for students to secure internships is through Beenovative, which provides internship for eligible students of Hospitality Program. Beenovative FB'Preneur Lab on August 26, 2022, representing a major advance in the hospitality management industry. This business incubator facility was created to support the development of Food and Beverage (FnB) products that are ready to be marketed, Beenovative launched a coffee shop catering to the Universitas Pelita Harapan academic community and public. Notably, this enterprise affords students the unique opportunity to actively participate as business owners, thereby generating profits for the University.

"Beenovative FB'Preneur Lab" on August 26, 2022, representing a major advance in the hospitality management industry. This business incubator facility was created to support the development of Food and Beverage (FnB) products that are ready to be marketed, with an emphasis on preparing students to succeed as business owners in the hospitality industry. Their focus is on helping young entrepreneurs and students to develop their ideas and create innovative strategies for their businesses in the food and beverage industry. There are two students who work as baristas and one who works as a chef. These students are participating in an internship or work-study program through Beenovative. They are gaining valuable experience in the food and beverage industry by working directly with customers and preparing food and drinks. This experience could be useful for their future careers in the industry.

B. Objectives of The Internship

The objectives of my internship as a barista include:

1. To fulfil the academic requirement for completing my Hospitality Management program at Universitas Pelita Harapan.
2. To develop my potential and apply the knowledge and skills that trainee have learned from my courses to a real-life working environment.
3. To enhance my self-confidence and responsibility by taking on tasks and responsibilities as a barista, and to become more proficient in the craft of making coffee and providing excellent customer service

C. Benefit of The Internship

1. Fulfilling academic requirements: One of the primary goals of my internship is to fulfill the academic requirements for completing my degree in Hospitality Management at the University of Pelita Harapan. By gaining hands-on experience as a barista, trainee can apply theoretical knowledge learned in the classroom to real-world scenarios, further enriching my education.
2. Enhancing barista potential: Another goal of the internship is to enhance the trainee potential as a barista. Through practical training and exposure to various coffee-making techniques, the trainee aims to refine the skills and develop a deeper understanding of the art of coffee preparation. This experience will help me become a competent and skilled barista.

3. Applying academic knowledge: During my internship, the trainee intends to apply the knowledge and skills acquired through my academic studies. This includes understanding the principles of customer service, managing inventory, maintaining cleanliness and hygiene standards, and utilizing effective communication techniques. By putting theory into practice, trainee can reinforce my understanding and further develop my expertise.
4. Increasing self-confidence and sense of responsibility: A significant aspect of my internship is to increase my self-confidence and develop a strong sense of responsibility. As the trainee handle tasks and responsibilities assigned to, such as serving customers, preparing beverages, and managing daily operations, the trainee will learn to work independently, make informed decisions, and take ownership of their actions.
5. Problem identification and solution generation: As part of the internship, trainees will actively identify potential problems within the coffee shop and closely observe them to come up with possible solutions. This hands-on problem-solving approach will provided with valuable practical experience and enhance my critical thinking skills. It will enable the trainee to analyze situations, think creatively, and develop effective solutions, which will be beneficial for the trainee's future career endeavors.
6. Adding value to the coffee shop and university program: By actively participating in my internship, the trainee aims to contribute to the

success of the coffee shop and add value to the Hospitality Management program at the university. Through my hard work, dedication, and continuous improvement and can positively impact the operations of the coffee shop and demonstrate the practical application of the skills and knowledge gained from my studies.

D. Writing Systematic

CHAPTER I – Introduction

In the introduction section contains several important points. First, the background; explains the subject matter encountered during the ongoing internship and contains the benefits to be obtained and the contribution that will be made during the internship related to the topic of the problem encountered. Second, the purpose of the internship; outline the purpose of implementing the internship in general. Third, the benefits of apprenticeships; this section briefly outlines the benefits of internships for interns, companies, and study programs. Fourth, the systematics of writing; explains the writing systematics of each chapter.

CHAPTER II – Thought Policy

This chapter explains the rationale for choosing an internship site and the rationale for choosing an internship field. The rationale for choosing an internship site outlines the reasons for choosing the institution where the internship is located, while the rationale for choosing an internship field contains the reasons for choosing the internship field and is supported by facts that can be accounted for by the source.

CHAPTER III – Overview of the Internship Company

This chapter is about a few things. First, an overview of the object of study; which outlines the specific profile of the organization that is the context of the chosen topic . Second, internship activities; contains a description of the activities carried out during the internship as well as the results achieved from each activity that has been carried out. Third, the way of performing the internship outlines the methods used in the internship's implementation. Fourth, forms of assistance; describes how interns, internship destination schools, and study programs can help internship activities succeed. Fifth, constraints; includes obstacles encountered by interns, the Beenovative Lab where students are housed, and research programs that influence internship activities.

CHAPTER IV - Results of the Discussion

This chapter includes theoretical foundations, analysis, and improvement recommendations. The theoretical foundation outlines theories linked to the internship report's subjects. Descriptions of problems that are the subject of discussion, as well as recommendations for improvement, are analyzed, and recommendations for improvement are given by interns.

CHAPTER V – Self-Reflection

The part on self-reflection discusses the benefits of internships on the development of hard skills, soft skills, cognitive abilities, and apprentice self-actualization, among other things.

CHAPTER VI – Conclusion

The conclusion section contains the conclusions of the internship report in accordance with the problem analysis.

