

ABSTRACT

This report is based on the internship activities carried out at Hotel Dorsett Grand Subang, Malaysia, specifically in the Food and Beverage (F&B) Service Department at the Piano Lounge Bar. The purpose of this internship is to gain firsthand understanding of the work processes, responsibilities, and standard operating procedures applied in F&B service within the hospitality environment, particularly in an international hotel setting. During the internship, the writer was involved in various operational activities such as bar preparation, beverage service, guest service, as well as maintaining cleanliness and tidiness in the work area. The writer also learned the importance of teamwork, effective communication, and the implementation of hospitality in providing quality and memorable service to guests. Through this experience, the writer gained insights and enhanced professional skills needed in the hospitality industry, including adaptability and time management. This report is to provide an understanding of F&B Service implementation in the hotel environment and serve as a reference for other students interested in the hospitality industry, both domestically and internationally.

Keywords: internship practice, F&B service, hotel bar, hospitality industry, guest service