

ABSTRACT

This final report presents the development of a guidebook designed to support interns in the Food and Beverage (F&B) Service department at The Arista Hotel Palembang in understanding and carrying out their tasks more effectively. The primary objective of this study is to develop a practical and informative guidebook that assists interns in adapting to professional standards within the hospitality industry. The research employed the Research and Development (R&D) method using a descriptive qualitative approach. Data were collected through interviews and direct observation involving three interns, one staff member, and the F&B Service manager. The development process followed the ADDIE model, which consists of five stages: Analysis, Design, Development, Implementation, and Evaluation. The collected data were analyzed descriptively to identify the essential materials and procedures needed by interns during their training. The final product is a bilingual (Indonesian-English) guidebook that includes seven main sections: Preface, Grooming Standards, Basic Service Procedures, Daily Operational Procedures, Equipment and Table Setting, Handling Guest Complaints, and Do's and Don'ts. This guidebook was validated by experts and tested by three interns during their internship program. The result shows that the guidebook serves as a helpful and easy-to-use reference for interns in the F&B Service department. It not only supports their learning process but also contributes to improving the consistency and quality of service delivered by the team. It is recommended that the guidebook be regularly updated based on future feedback and changes in operational standards.

Keywords: internship, guidebook, food and beverage service, hospitality industry, service quality