

FINAL REPORT

WRITING A GUIDEBOOK FOR INTERNS IN FOOD AND BEVERAGE SERVICE DIVISION AT THE ARISTA HOTEL PALEMBANG



**To fulfill one of the graduation requirements for the D-III English Study Program
Politeknik Negeri Sriwijaya**

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**D-III ENGLISH STUDY PROGRAM
POLITEKNIK NEGERI SRIWIJAYA
2025**

APPROVAL PAGE

The Final Report titled:

**WRITING A GUIDEBOOK FOR INTERNS IN FOOD AND BEVERAGE
SERVICE DIVISION AT THE ARISTA HOTEL PALEMBANG** prepared by
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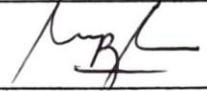
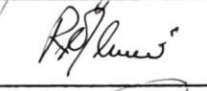
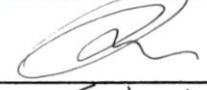



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VALIDATION PAGE

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PLAGIARISM-FREE DECLARATION

I the undersigned,

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Declare that this scientific document Final Report does not contain any parts of other scientific works that have been submitted to obtain an academic degree at any Higher Education Institution. Additionally, there are no works or opinions written or published by others/institutions, except those properly cited and listed in the references.

I hereby declare that this scientific document is free from any elements of plagiarism. Should this Final Report later be proven to be plagiarism of another author's work and/or deliberately submit others' work or opinions as my own, I am willing to accept academic and/or legal sanctions in accordance with applicable regulations.

Palembang, 08th July 2025



Yebby Yohana Manurung

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PREFACE

First, the writer would like to thank the Lord Jesus Christ for all the greatest blessings, love, and grace that always abound in preparing this final report. Only by His grace, the writer can finish the processing of the final report entitled "Writing a Guidebook for Interns in Food and Beverage Service Division at The Arista Hotel Palembang" as one of the requirements to obtain a Diploma III at the English Department Study Program of State Polytechnic of Sriwijaya.

In addition, the writer would like to thank all those who helped complete this final report. The writer realizes that mistakes always exist in writing this final report due to the writer's limited experience, ability, and knowledge. The writer hopes that readers and future researchers can provide suggestions and criticism for this final report. Finally, the writer hopes that this report can be useful for future researchers as a reference or idea, especially for students of the Language and Tourism Department who will write the final report.

Yebby Yohana Manurung

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

ACKNOWLEDGMENT

In this opportunity, the writer would like to express gratitude to Lord Jesus Christ, who has given the grace, blessings, and strength to write and develop this final report. Without His help and wisdom, the writer would not have been able to complete this final report.

The writer would also like to express my deepest gratitude to all the important people in her life:

1. My precious father and mother have always supported me with unconditional love, endless prayers, and constant encouragement. Their sacrifices, motivation, and belief in my abilities have been the strongest foundation throughout my academic journey. Without their support, this achievement would not have been possible.
2. My beloved brother, Ebeng, thank you for your constant support, motivation, and for being a source of strength and inspiration throughout this journey.
3. My big family, thank you for your endless support, encouragement, and wise advice that helped me throughout the process of writing and developing this final report.
4. My first advisor, Mrs. Dra. Tiur Simanuntak, M.Ed.M., and my second advisor, Mrs. Eli Yeny, S.Pd., M.Pd. Thank you for your patience, corrections, suggestions, and valuable guidance during the consultation to complete my final report.
5. The head of the Language and Tourism Department, Mr. Dr. Welly Ardiansyah, M.Pd., and the secretary of the Language and Tourism Department, Mr. Ahmad Iman Mulyadi, M.I.Kom, have given support to my final report.
6. All the honorable lecturers and administration staff in the Language and Tourism Department.
7. My dear classmates, Phoenix BC Class, thank you for the wonderful memories, teamwork, laughter, and support throughout our three years in college. Your presence has made the learning process more enjoyable and meaningful.
8. My favorite humans, *Perumdos* — Selak, Wais, Jaka, and Haekal, thank you for your support, jokes, and endless memories, which made this college journey much more fun. I am beyond lucky to have you all. Especially to my 24/7, *eonnie yeppo*, Selak, who has been there for me through every high and low. You have been by my side through every laugh, tear, late-night talk, and spontaneous plan. Every single memory we have created together is truly precious to me, and I am forever grateful to have a friend like you.
9. My crazy friend, There, thank you for always being there through the good times and the chaos. Having you by my side makes everything so much more

meaningful. I am beyond grateful for your friendship, help with this report, and constant support.

10. My second family, GSJA Bukit Zaitun, I am truly grateful for being part of this spiritual home. Thank you for being a place where I could grow in faith, find guidance and comfort, and deepen my walk with God through prayer and devotion.

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