

**APPRENTICESHIP REPORT
MERSI HOTEL BUKITTINGGI**



NORMALINA

Reg Number: 5203230005

**ENGLISH STUDY PROGRAM
LANGUAGE DEPARTMENT
STATE POLYTECHNIC OF BENGKALIS**

2026

APPROVAL SHEET
APPRENTICESHIP REPORT
MERSI HOTEL BUKITTINGGI

Written as one of the condition for completing Apprenticeship

NORMALINA

Reg Number: 5203230005

Bukittinggi , May 29th, 2026

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ACCEPTANCE SHEET

This is to certify that we have examined the Internship Report of **Normalina, Reg. Number 5203230005**, who completed her internship at Mersi Hotel Bukittinggi from January 26th to May 29th, 2026. This report is submitted as a partial fulfillment of the requirements for completing the Diploma III Program at the State Polytechnic of Bengkalis. This report is complete and satisfactory in all respects, and all revisions required by the Internship Report Examination Committee have been made.

Bengkalis, June 18th, 2026

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Bengkalis, May 29th 2026

Best Regards,



Normalina

Reg. Number. 5203230005

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CHAPTER I

INTRODUCTION

1.1 Background Internship

Apprenticeship is an important part of the learning process for students, especially in vocational education. It gives students the opportunity to apply the knowledge and skills they have learned in the classroom to real work situation. Through apprenticeship, students can gain experience, improve their abilities, and understand how the working environment works.

The only state polytechnic in Riau is Politeknik Negeri Bengkalis. It is a vocational higher education institution located on Jalan Bathin Alam, Sungai Alam, Bengkalis, and was established in 2000. This institution has several departments such as Naval Architecture, Mechanical Engineering, Electrical Engineering, Civil Engineering, Language, Business Administration, Information Technology, and Maritime. Each department helps students develop their skills based on their field. Final report and apprenticeship are important requirements for graduation.

Apprenticeship are carried out after State Polytechnic of Bengkalis students have completed a minimum of 6 semesters of study. Internship activities can be carried out at any company, which can provide experience providing useful lessons for students, one of which is an internship at a hotel.

Based on the above, the author conveys, that the author, as a 6th semester language student at the state polytechnic of Bengkalis, did an Internship for around 4 months, the author chose the opportunity to do an internship at the Mersi Hotel Bukittinggi, the reason was because he wanted to gain experience working in a hotel.

In this case, learning during lectures is closely related to the field of hospitality. Based on this, the author hopes that the experience gained can be helpful and applied in the world of work later. On January 26-May 29 2026 the author did an internship. The author was placed in Front Office Department.

1.2 Purpose of Internship

The purpose of the implementation of practical work activities for students of the State Polytechnic of Bengkalis:

1. To understand the duties and responsibilities of Front Office staff at Mersi Hotel Hotel Bukittinggi.
2. To learn the working procedures used in Front Office operations and guest services.
3. To identify the documents and hotel system used in daily Front Office activities.

1.3 Significance of Internship

This section explain 3 important aspects, namely Internship, State Polytechnic of Bengkalis and Company.

1.3.1 Significances for the Students Apprentices

This program provides students with valuable experience. Through this program, students have opportunities to apply the theoretical knowledge learned during lectures to the real world of work and gain new knowledge.

1.3.2 Significances for the State Polytechnic of Bengkalis

Apprenticeship helps the polytechnic in preparing qualified graduates who are ready to enter the workforce. It also supports the polytechnic in developing and improving its curriculum.

1.3.3 Significances for the Company

Internship programs are beneficial for both students and the company. They provide opportunities for students to develop their skills and gain experience. For the company, this program helps support operational activities, improve service quality, and prepare potential future employees.

CHAPTER II

GENERAL DESCRIPTION OF THE COMPANY

2.1 Company History

2.1.1 Mersi Hotel Bukittinggi

Mersi Hotel Bukittinggi is a 2-star hotel located in the city of Bukittinggi. The hotel is situated on Jl. Tuanku Nan Renceh No. 30, Bukittinggi, West Sumatra, and officially began its operations on June 25, 2016. It is an ideal choice for both domestic and international tourists who wish to experience the unique harmony of Minangkabau culture and the beauty of Bukittinggi as a popular tourist destination in West Sumatra, along with the local wisdom of its people.

The name “Mersi” is derived from the combination of two mountains surrounding Bukittinggi, namely Mount Merapi and Mount Singgalang. This name symbolizes strength, peace, and the wisdom of the local community.

Mersi Hotel Bukittinggi is designed with a minimalist concept that emphasizes safety, comfort, and affordability, combined with a friendly and dynamic touch of Minangkabau culture. Its strategic location makes it easy for guests to visit tourist attractions, historical sites, culinary centers, and local handicraft spots in Bukittinggi. Within approximately 15 minutes, guests can enjoy the beauty of Panorama Park and Sianok Canyon or explore historical landmarks such as Jam Gadang, Fort de Kock, the Japanese Tunnel, and the birthplace of Bung Hatta, the Proclamator and Vice President of the Republic of Indonesia.

Mersi Hotel Bukittinggi offers 46 rooms divided into several types or categories, including Superior Room, Deluxe Room, Grand Deluxe Room, and Suite Room. These room variations are designed to meet the diverse needs of guests, ranging from domestic tourists and business travelers to international visitors coming to Bukittinggi.



Figure 2.1 Mersi Hotel Bukittinggi

2.2 Vision and Mission

Mersi Hotel Bukittinggi has several vision and mission Statements.

2.2.1. Vision

To be the top choice hotel in Bukittinggi for domestic tourists and business travelers.

2.2.2. Mission

- a. To provide accommodation and meeting facilities for guests who wish to conduct business while enjoying leisure activities.
- b. To offer clean and comfortable rooms and meeting spaces at affordable prices.
- c. To deliver services wholeheartedly with sincerity.
- d. To actively participate in promoting various tourist attractions and the Minangkabau culture in Bukittinggi and its surrounding areas.

2.3 Kind of Business

Mersi Hotel Bukittinggi operates in the hospitality industry as a 2-star hotel, focusing on providing accommodation, meeting facilities, and services for both domestic and international guests.

2.3.1 Product and Service

The product and Services provided by Mersi Hotel Bukittinggi are as follows:

a. Accommodation Service (Room)

The main service offered by the hotel is accommodation with various types of rooms that guests can choose based on their needs. Each room is equipped with facilities such as a comfortable bed, private bathroom, television, air conditioner (AC), Wi-Fi access, and regular housekeeping service to maintain guest comfort during their stay.

b. Restaurant Service

Mersi Hotel also provides a restaurant that serves various kinds of food and beverages. This restaurant can be enjoyed by both in-house guests and outside visitors. The menu includes local and international dishes, and breakfast is usually included in the room package.

c. Room Service

In addition to the restaurant, the hotel provides room service that allows guests to order food and drinks to be delivered directly to their rooms. This service provides convenience and comfort for guests.

d. Meeting Room Facilities

Mersi Hotel provides meeting rooms that can be used for various activities such as meetings, seminars, workshops, and other company events. These rooms are equipped with supporting facilities such as a projector, audio system, and other presentation equipment.

e. Front Office Service

Front office service is available 24 hours to assist guests with their needs. This department handles check-in and check-out processes,

provides information about hotel facilities, and assists guests during their stay.

f. Other Supporting Services

In addition to the main services, Mersi Hotel Bukittinggi also provides supporting facilities such as a parking area for guests, Wi-Fi access in hotel areas, and other public facilities to increase guest comfort and satisfaction.



Figure 2.2 Hotel mersi

2.4 Organizational Structure

An organizational structure is an arrangement used to define tasks, positions, and relationships within a company. The author completed a 4 months internship at Mersi Hotel Bukittinggi, from January 26 to May 29,2026. The internship was carried out in the Front Office Department.

ORGANIZATIONAL STRUCTURE

MERSI HOTEL BUKITTINGGI

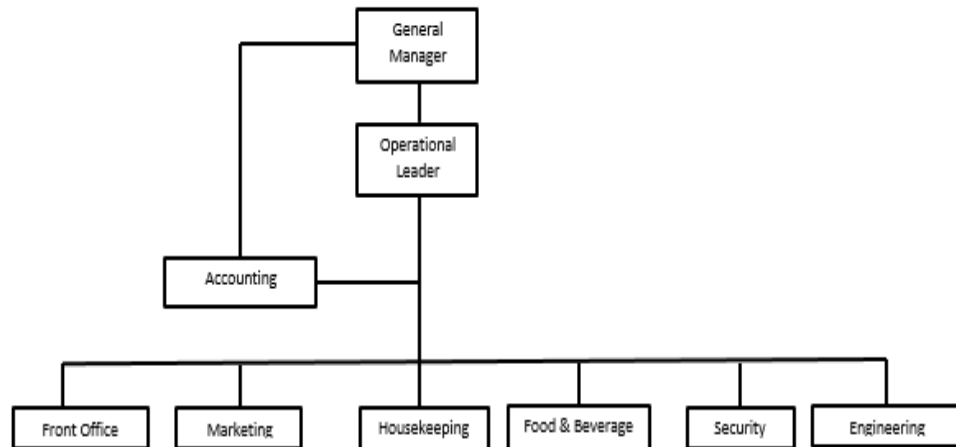


Figure 2.3 Company Organizational Structure

Based on the organizational structure of Mersi Hotel Bukittinggi, the following are the duties and functions of each department.

1. General Manager

The General Manager is responsible for managing and supervising all hotel operations. The responsibilities are as follows:

1. Performing managerial functions
2. Performing leadership functions
3. Monitoring all hotel operational activities
4. Managing and controlling the hotel budget
5. Supervising all departments and employees
6. Evaluating the performance of each departments
7. Building cooperation and business networks

2. Operational Leader

The Operational Leader is responsible for managing operational activities, sales, promotion, and branding programs. The responsibilities are as follows:

1. Preparing operational work programs
2. Ensuring that all activities are carried out according to Standard Operating Procedures (SOP)
3. Coordinating activities among departments
4. Supervising employee performance
5. Maintaining good communication among employees
6. Providing guidance and support to employees
7. Conducting employee recruitment when necessary
8. Cooperating with other departments to achieve organizational goals

3. Front Office

The Front Office Department is responsible for providing services to guests and handling front desk operations. The responsibilities are as follows:

1. Welcoming guests in a friendly and professional manner
2. Performing administrative duties related to guest services
3. Handling telephone calls and guest inquiries
4. Maintaining the cleanliness and tidiness of the front desk area
5. Providing excellent service as the first point of contact for guests

4. Marketing

The Marketing Department is responsible for promoting hotel products and services. The responsibilities are as follows:

1. Building good relationships with external parties
2. Promoting hotel products and services
3. Preparing sales offers and promotional packages
4. Organizing and implementing promotional programs
5. Increasing hotel occupancy and revenue through marketing activities.

5. Housekeeping

The Housekeeping Department is responsible for maintaining cleanliness and comfort throughout the hotel. The responsibilities are as follows:

1. Coordinating with the Front Office Department regarding room reservations and room status
2. Checking and recording room equipment and facilities
3. Preparing cleaning schedules for hotel areas
4. Ensuring cleanliness standards are maintained according to hotel procedures
5. Preparing daily housekeeping reports

6. Food & Beverage

The Food and Beverage Department is responsible for food and beverage services. The responsibilities are as follows:

1. Providing food and beverage services to hotel guests
2. Maintaining the quality, cleanliness, and safety of food and beverages
3. Ensuring guest satisfaction with food and beverage services
4. Serving guests politely and professionally
5. Maintaining cleanliness in restaurant and service areas

7. Accounting

The Accounting Department is responsible for managing the hotel's financial administration. The responsibilities are as follows:

1. Managing hotel financial administration
2. Preparing financial records and bookkeeping
3. Preparing financial reports
4. Inputting accounting data into the hotel system
5. Verifying financial documents and transactions
6. Conducting financial reconciliation and adjustments

8. Security

The Security Department is responsible for maintaining safety and security within the hotel environment. The responsibilities are as follows:

1. Ensuring the safety and security of guests
2. Maintaining guest comfort and providing friendly service
3. Responding to guest questions and concerns
4. Monitoring hotel facilities and surrounding areas
5. Conducting routine security patrols
6. Enforcing hotel regulations and security procedures
7. Preparing security reports and incident reports
8. Developing security improvement programs
9. Cooperating with other departments
10. Assisting and guiding new security personnel when necessary

9. Engineering

The Engineering Department is responsible for maintaining hotel facilities and equipment. The responsibilities are as follows:

1. Protecting the hotel's investment in facilities and equipment

2. Supporting hotel services through proper maintenance
3. Ensuring all facilities operate effectively and efficiently
4. Repairing damaged equipment and facilities
5. Maintaining electrical, water, and air-conditioning systems
6. Ensuring workplace safety and operational reliability

2.5 The Working Process

The working process at Mersi Hotel Bukittinggi follows standard hotel operational procedures to ensure good service and guest satisfaction. Daily operations involve coordination between several departments such as Front Office, Housekeeping, Food and Beverage, and Management.

1. The Front Office Department is responsible for handling guest services such as reservations, check-in, in-house guest services, and check-out processes. This department also provides information and assistance to guests during their stay. All activities require good communication and teamwork with other departments.
2. The Housekeeping Department is responsible for maintaining cleanliness and comfort in guest rooms and hotel areas. This includes room preparation, cleaning services, and ensuring that rooms are ready before guest arrival.
3. The Food and Beverage Department handles food preparation and service, including breakfast, restaurant service, and catering for meetings or events held at the hotel.

Overall, all departments at Mersi Hotel Bukittinggi work together as a team to ensure smooth operations and to provide the best service for guests.

2.6 Document Used for activity

During the internship at Mersi Hotel Bukittinggi in the Front Office Department, various documents and records were used to support daily

operational activities. These documents play an important role in ensuring smooth service and accurate guest data management.

The main documents used in the Front Office Department are as follows:

1. PMS Sentec System

PMS (Property Management System) Sentec is a system used to enter and manage guest data. It is used during the check-in and check-out processes, room status updates, and guest information management. This system helps the Front Office staff work efficiently and accurately.



Figure 2.4 PMS Sentec System

2. HMS Reservation System

HMS Reservation System is used to record and manage guest reservations. It contains information such as guest names, room types, arrival dates, departure dates, and reservation details. This system is also used during the check-in process to verify guest booking information.



Figure 2.5 HMS Reservation System

3. Form A

Form A is a guest registration form completed during the check-in process. It contains guest information such as name, address, nationality, identity number, and length of stay. This form is used for hotel administration purposes.



Figure 2.6 Form A

4. Invoice

An invoice is a document that contains details of guest payments. It includes room charges and other hotel services used by the guest during their stay. The invoice serves as a payment record and proof of transaction.



Figure 2.7 Invoice

5. Guest Identity Card Verification

A guest identity card, such as an ID card or passport, is used to verify guest information during check-in. This document helps ensure accurate guest records and supports hotel security procedures.



Figure 2.8 Guest Identity Card Verification

CHAPTER III

SCOPE OF THE INTERNSHIP

3.1 Job Description

This chapter explains the activities carried out during the internship. The internship was conducted for four months, starting from January 26 to May 29, 2026, at Mersi Hotel Bukittinggi. During the internship, the author was placed in the Front Office Department.

During the internship period, the author gained new knowledge and practical experience in the hospitality industry, especially in front office operations such as reservations, check-in, in-house guest handling, and check-out processes. The author also learned how to work in a team and communicate effectively with other hotel departments.

3.1.1 Front Office Department

During the internship, the author performed several activities as follows:

1. Handling Room Reservations
2. Performing Guest Check-in
3. Performing Guest Check-out
4. Providing Information and Guest Services
5. Managing Guest Documents and Data

3.2 System and Procedure

At Mersi Hotel Bukittinggi, every operational activity is carried out according to established Standard Operating Procedures (SOPs). These procedures are implemented to ensure service quality, work efficiency, and guest satisfaction. During the internship, the author followed several operational procedures related to the activities performed.

3.2.1 Handling Room Reservations

This procedure explains the process of handling room reservations at Mersi Hotel. The process begins with receiving

reservation requests from guests through telephone, WhatsApp, email, or direct visits.

After that, the Front Office staff records the guest's information and booking details, such as the guest's name, contact number, check-in date, check-out date, and room type. The staff then checks room availability through the hotel system. If rooms are available, the reservation is confirmed to the guest. Finally, the reservation data is entered into the hotel system to ensure that the booking is recorded properly.

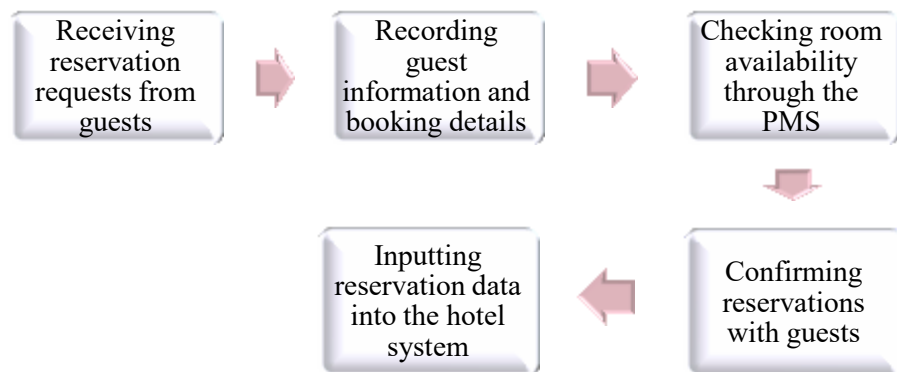


Figure 3. 1 Working Procedure Of Handling Room Reservations



Figure 3. 2 The Result Of Handling Room Reservation

3.2.2 Performing Guest Check-in

This procedure explains the guest check-in process at Mersi Hotel. The process starts with greeting guests politely upon arrival.

The Front Office staff then requests the guest's identification card and reservation details. After verifying the information in the hotel system, the staff records the guest's data and completes the registration process. The room key is prepared and handed to the guest. Finally, the staff provides information about hotel facilities, services, and breakfast schedules before the guest proceeds to the room.

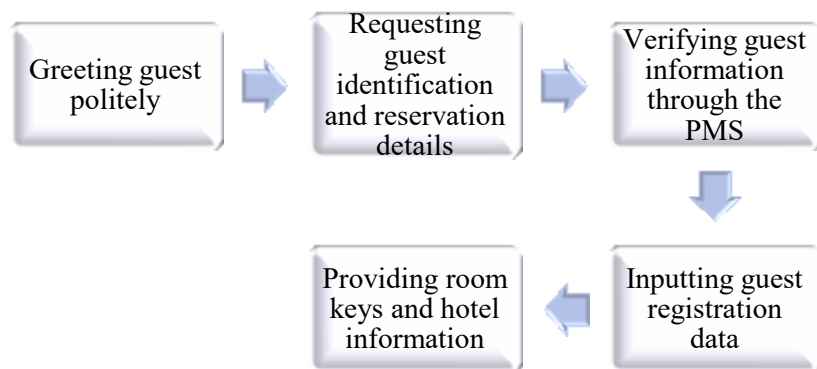


Figure 3. 3 Working Procedure Of Performing Guest Check-In



Figure 3. 4 The Result Of Performing Guest Check-In

3.2.3 Performing Guest Check-out

This procedure explains the guest check-out process at Mersi Hotel. The process begins when guests inform the Front Office that they wish to check out. The staff checks the guest's account and reviews any additional charges during the stay. The

Front Office coordinates with the Housekeeping Department to confirm the room condition. After the bill is verified, the payment process is completed and the invoice is provided to the guest. Finally, the room key is collected and the staff thanks the guest for staying at the hotel.

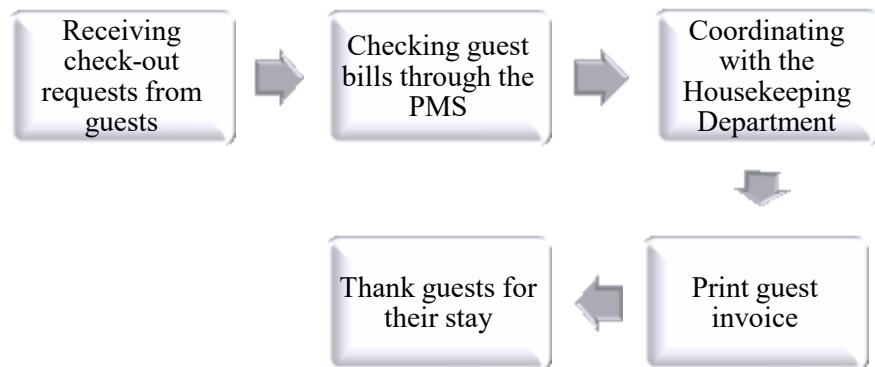


Figure 3. 5 Working Procedure Of Performing Guest Check-Out



Figure 3. 6 The Result Of Performing Guest Check-Out

3.2.4 Providing Information and Guest Services

This procedure explains how Front Office staff provide information and services to guests. The process starts with welcoming guests politely in the hotel lobby. The staff listens carefully to guests' questions, requests, or concerns. Information regarding hotel facilities, room locations, restaurant services, and local attractions is then provided. If guests require assistance, the staff offers appropriate support and solutions. The process ends by ensuring that guests receive satisfactory service and assistance.



Figure 3. 7 Working Procedure Of Providing Information And Guest Service



Figure 3. 8 The Result Of Providing Information And Guest Service

3.2.5 Managing Guest Documents and Data

This procedure explains the management of guest documents and data at Mersi Hotel. The process begins with receiving guest documents such as identification cards and registration forms. The Front Office staff enters the guest information into the hotel system and checks the accuracy of the data. After verification, the documents are organized and stored according to hotel procedures. The data is maintained properly to support hotel operations and future guest services.

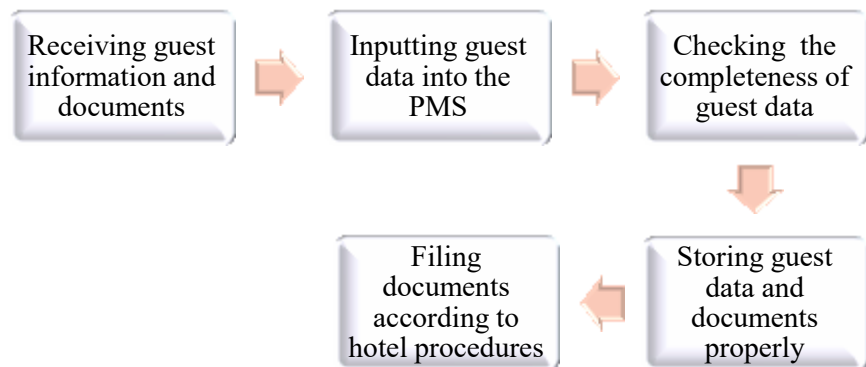


Figure 3. 9 Working Procedure Of Managing Guest Documents And Data



Figure 3. 10 The Result Of Managing Guest Documents And Data

3.3 Place of Apprenticeship

The internship started on January 26, 2026 and ended on May 29, 2026 at Mersi Hotel Bukittinggi, located JL. Tuanku Nan Renceh No. 30, Bukittinggi, West Sumatra. The internship was carried out in the Front Office Department.

Table 3. 1 Mersi Hotel Internship Schedule

No	Day	Office Hours	Break
1	Monday	Day Off	-
2	Tuesday	15.00 - 23.00	18.00 - 19.00
3	Wednesday	15.00 - 23.00	18.00 - 19.00
4	Thursday	15.00 - 23.00	18.00 - 19.00
5	Friday	07.00 - 15.00	12.00 - 13.00
6	Saturday	07.00 - 15.00	12.00 - 13.00
7	Sunday	07.00 - 15.00	12.00 - 13.00

3.4 Kind and Description of the Activity

Table 3. 2 Daily activities of January 26th – February 01st 2026

No	Day/Date	Activity	Place
1	Monday, Januari 26 th 2026	During the internship, the author was involved in several operational activities such as handling breakfast service, clearing breakfast tables, and cleaning check-out room under supervisison.	Dpt. F&B Dpt. HK Dpt. FO
2	Tuesday, Januari 27 th 2026	Handling breakfast (clear up breakfast), cleaning check-out room (Moop c/o room), Providing Information and Guest Services	Dpt. F&B Dpt. HK Dpt. FO
3	Wednesday Januari 28 th 2026	Handling breakfast (clear up breakfast), cleaning check-out room (Moop c/o room), Providing Information and Guest Services	Dpt. F&B Dpt. HK Dpt. FO
4	Tuesday, Januari 29 th 2026	Handling breakfast (clear up breakfast), cleaning check-out room (Moop c/o room)	Dpt. F&B Dpt. HK
DAY OFF			
6	Saturday Januari 31 th 2026	Providing Information and Guest Services Sweep & Mop Lobby	Dpt. FO
7	Sunday February 01 st 2026	Providing Information and Guest Services Sweep & Mop Lobby	Dpt. FO

Table 3. 3 Daily activities of February 02nd – February 08th 2026

No	Day/Date	Activity	Place
1	Monday February 02 nd 2026	Providing Information and Guest Services, Sweep & Mop Lobby	Dpt. FO
2	Tuesday February 03 rd 2026	Managing Guest Documents and Data, Sweep & Mop Lobby	Dpt. FO
3	Wednesday February 04 th 2026	Providing Information and Guest Services, Handling Room Reservation	Dpt. FO
4	Thursday February 05 th 2026	Providing Information and Guest Services	Dpt. FO
5	Friday February 06 th 2026	Handling breakfast (clear up breakfast), cleaning check-out room (stay room), Providing Information and Guest Services	Dpt. F&B Dpt. HK Dpt. FO
6	Saturday February 07 th 2026	Handling breakfast (clear up breakfast), cleaning check-out room (Moop c/o room), Managing Guest Documents and Data, making a content promote april & may	Dpt. F&B Dpt. HK Dpt. FO Dpt. Marketing
7	Sunday February 08 th 2026	Handling breakfast (clear up breakfast), cleaning check-out room, Providing Information and Guest Services	Dpt. F&B Dpt. HK Dpt. FO

Table 3. 4 Daily activities of February 09th - February 15th 2026

No	Day/Date	Activity	Place
DAY OFF			
2	Tuesday February 10 th 2026	Handling Room Reservation, Managing Guests Documents and Data, editing content canva	Dpt. FO Dpt. Marketing
3	Wednesday February 11 th 2026	Handling breakfast (clear up breakfast), cleaning Stay room, Providing Information and Guest Services	Dpt. F&B Dpt. HK Dpt. FO
4	Thursday February 12 th 2026	Handling breakfast (clear up breakfast), cleaning check-out room (Stay room) , Providing Information and Guest Services	Dpt. F&B Dpt. HK Dpt. FO
5	Friday February 13 th 2026	Handling breakfast (clear up breakfast), cleaning check-out room (Stay room) , Providing Information and Guest Services	Dpt. F&B Dpt. HK Dpt. FO
6	Saturday February 14 th 2026	Handling breakfast (clear up breakfast), cleaning check-out room (Stay room) , editing content canva, Providing Information and Guest Services	Dpt. F&B Dpt. HK Dpt. FO Dpt. Marketing
7	Sunday February 15 th 2026	Handling breakfast (clear up breakfast), cleaning check-out room (Stay room) , Sweep & Mop Lobby (koridor , stair), Providing Information and Guest Services	Dpt. F&B Dpt. HK Dpt. FO

Table 3. 5 Daily activities of February 16th – February 22th 2026

No	Day/Date	Activity	Place
DAY OFF			
2	Tuesday February 17 th 2026	Providing Information and Guest Services	Dpt. FO
3	Wednesday February 18 th 2026	Providing Information and Guest Services	Dpt. FO
4	Thursday February 19 th 2026	Sweep & Mop Lobby, Providing Information and Guest Services	Dpt. FO
5	Friday February 20 th 2026	Sweep & Mop Lobby, Providing Information and Guest Services	Dpt. FO
6	Saturday February 21 th 2026	Sweep & Mop Lobby, editing content canva, , Providing Information and Guest Services	Dpt. FO Dpt. Marketing
7	Sunday February 22 th 2026	Sales (lapangan kantin), Providing Information and Guest Services	Dpt. FO Dpt. Marketing

Table 3. 6 Daily activities of February 23th – March 01st 2026

No	Day/Date	Activity	Place
Day Off			
Public Holiday			
3	Wednesday February 25 th 2026	Sweep & Mop Lobby, Handle event iftar (Clear up iftar) Providing Information and Guest Services	Dpt. F&B Dpt. FO
4	Thursday February 26 th 2026	Sweep & Mop Lobby, Providing Information and Guest Services	Dpt. FO
5	Friday February 27 th 2026	Sweep & Mop Lobby, Providing Information and Guest Services	Dpt. FO
6	Saturday February 28 th 2026	Sweep & Mop Lobby, editing content canva, , Providing Information and Guest Services	Dpt. FO Dpt. Marketing
7	Thursday March 01 st 2026	Sweep & Mop Lobby , Preparing sales, Dusting restaurant lt.1, Providing Information and Guest Services	Dpt. F&B Dpt. FO Dpt. Marketing

Table 3. 7 Daily activities of March 02nd – March 08th 2026

No	Day/Date	Activity	Place
Day Off			
2	Tuesday March 03 rd 2026	Providing Information and Guest Services	Dpt. FO
3	Wednesday March 04 th 2026	Sales (lapangan kantin) Providing Information and Guest Services	Dpt. FO Dpt. Marketing
4	Thursday March 05 th 2026	Sweep & Mop Lobby, Handle event iftar (Clear up iftar) Providing Information and Guest Services	Dpt. F&B Service Dpt. HK Dpt. FO
5	Friday March 06 th 2026	Prepare sales, Dusting restaurant lt.1, Providing Information and Guest Services	Dpt. F&B Dpt. FO
6	Saturday March 07 th 2026	Handle event iftar (Clear up iftar) Providing Information and Guest Services	Dpt. F&B Dpt. FO
7	Sunday March 08 th 2026	Sweep & Mop Lobby , Prepare sales, Dusting restaurant lt.1, Providing Information and Guest Services	Dpt. F&B Dpt. HK Dpt. FO

Table 3. 8 Daily activities of March 09th – March 15th 2026

No	Day/Date	Activity	Place
Day Off			
2	Tuesday March 10 th 2026	Sales (lapangan kantin), Providing Information and Guest Services	Dpt. FO Dpt. Marketing
3	Wednesday March 11 th 2026	Sales (lapangan kantin), Providing Information and Guest Services	Dpt. FO Dpt. Marketing
4	Thursday March 12 th 2026	Sales (lapangan kantin), Providing Information and Guest Services	Dpt. FO Dpt. Marketing
5	Friday March 13 th 2026	Handle event iftar (Clear up iftar), Providing Information and Guest Services	Dpt.F&B Service Dpt. FO
6	Saturday March 14 th 2026	Handle event iftar (Clear up iftar), Providing Information and Guest Services	Dpt.F&B Service Dpt. FO
7	Sunday March 15 th 2026	Providing Information and Guest Services	Dpt. FO

Table 3. 9 Daily activities of March 16th – March 22th 2026

No	Day/Date	Activity	Place
Day Off			
2	Tuesday March 17 th 2026	Handle event iftar (Clear up iftar), Providing Information and Guest Services	Dpt.F&B Service Dpt. FO
3	Wednesday March 18 th 2026	Providing Information and Guest Services	Dpt. FO
4	Thursday March 19 th 2026	Providing Information and Guest Services	Dpt. FO
5	Friday March 20 th 2026	Providing Information and Guest Services	Dpt. FO
6	Saturday March 21 th 2026	Providing Information and Guest Services Perfoming Guest Check-out	Dpt. FO
7	Sunday March 22 th 2026	Providing Information and Guest Services	Dpt. FO

Table 3. 10 Daily activities of March 23th – March 29th 2026

No	Day/Date	Activity	Place
Day Off			
2	Tuesday March 24 th 2026	Providing Information and Guest Services	Dpt. FO
3	Wednesday March 25 th 2026	Providing Information and Guest Services	Dpt. FO
4	Thursday March 26 th 2026	Providing Information and Guest Services	Dpt. FO
5	Friday March 27 th 2026	Handling breakfast (clear up breakfast), Providing Information and Guest Services Perfoming Guest Check-out	Dpt. F&B Dpt. FO
6	Saturday March 28 th 2026	Handling breakfast (clear up breakfast), Providing Information and Guest Services	Dpt. F&B Dpt. FO
7	Sunday March 29 th 2026	Handling breakfast (clear up breakfast), Providing Information and Guest Services	Dpt. F&B Dpt. FO

Table 3. 11 Daily activities of March 30th – April 05th 2026

No	Day/Date	Activity	Place
Day Off			
2	Tuesday March 31 th 2026	Providing Information and Guest Services	Dpt. FO
3	Wednesday April 01 st 2026	Managing Guests Documents and Data, Sweep & Mop Lobby	Dpt. FO
4	Thursday April 02 nd 2026	Sweep & Mop Lobby, Content Creation, Waiters	Dpt. Marketing Dpt. F&B
5	Friday April 03 rd 2026	Handling breakfast(clear up breakfast), cleaning (check-out room, Stay room)	Dpt. F&B Dpt. HK
6	Saturday April 04 th 2026	Handling breakfast(clear up breakfast), cleaning (check-out room, Stay room)	Dpt. F&B Dpt. HK
7	Sunday April 05 th 2026	Handling breakfast(clear up breakfast), cleaning check-out room (Moop c/o room), Content Creation.	Dpt. F&B Dpt. HK Dpt. Marketing

Table 3. 12 Daily activities of April 06th - April 12th 2026

No	Day/Date	Activity	Place
Day Off			
2	Tuesday April 07 th 2026	Providing Information and Guest Services Performing Guest Check-in	Dpt. FO
3	Wednesday April 08 th 2026	Managing Guests Documents and Data, Sweep & Mop Lobby	Dpt. FO
4	Thursday April 09 th 2026	Sweep & Mop Lobby, Content Creation, Waiters	Dpt. Marketing Dpt. F&B Service
5	Friday April 10 th 2026	Handling breakfast(clear up breakfast), cleaning (check-out room, Stay room)	Dpt. F&B Dpt. HK
6	Saturday April 11 th 2026	Handling breakfast(clear up breakfast), cleaning (check-out room, Stay room)	Dpt. F&B Dpt. HK
7	Sunday April 12 th 2026	Handling breakfast(clear up breakfast), cleaning (check out room, Stay room) Content Creation.	Dpt. F&B Dpt. HK Dpt. Marketing

Table 3. 13 Daily activities of April 13th – April 19th 2026

No	Day/Date	Activity	Place
Day Off			
Public Holiday			
Day Off			
Day Off			
5	Friday April 17 th 2026	Handle breakfast (Clear up Breakfast) , Sweep & Mop smoking area cleaning (check out room, Stay room) Providing Information and Guest Services	Dpt. F&B Dpt. HK Dpt. FO
6	Saturday April 18 th 2026	Handle breakfast (Clear up Breakfast) , Cleaning room stay (Dusting arrival) , Providing Information and Guest Services	Dpt. F&B Dpt. HK Dpt. FO
7	Sunday April 19 th 2026	Handle breakfast (Clear up Breakfast) , Cleaning check-out room Providing Information and Guest Services	Dpt. F&B Dpt. HK Dpt. FO

Table 3. 14 Daily activities of April 20th – April 26th 2026

No	Day/Date	Activity	Place
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1	Monday April 20 th 2026	Handle breakfast (Clear up Breakfast) , Cleaning check-out room Providing Information and Guest Services	Dpt. F&B Dpt. HK Dpt. FO
Day Off			
3	Wednesday April 22 th 2026	Handle Event (clear up event) Providing Information and Guest Services Performing Guest Check-in	Dpt. F&B Service Dpt. FO
4	Thursday April 23 th 2026	create content & edit content Providing Information and Guest Services	Dpt. FO Dpt. Marketing
5	Friday April 24 th 2026	Handle breakfast (Clear up Breakfast) Providing Information and Guest Services	Dpt. F&B Dpt. FO
6	Off (Sick)		
7	Sunday April 26 th 2026	Handle breakfast (Clear up Breakfast) , Cleaning check-out room Providing Information and Guest Services	Dpt. F&B Dpt. HK Dpt. FO

Table 3. 15 Daily Activities of April 27th - May 03rd 2026

No	Day/Date	Activity	Place
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1	Monday April 27 th 2026	Handle Breakfast (Clear Up Breakfast) Create Content & Edit Content Providing Information and Guest Services	Dpt. F&B Dpt. HK Dpt. FO
Day Off			
3	Wednesday April 29 th 2026	Providing Information and Guest Services	Dpt. FO
4	Thursday April 30 th 2026	Providing Information and Guest Services	Dpt. FO
5	Friday May 01 st 2026	Handling Breakfast (Clear Up Breakfast), Cleaning Check-Out Room Providing Information and Guest Services	Dpt. F&B Dpt. HK Dpt. FO
6	Saturday May 02 nd 2026	Handling Breakfast (Clear Up Breakfast), Cleaning Check-Out Room Sweep & Mop Koridor Providing Information and Guest Services	Dpt. F&B Dpt. HK Dpt. FO
7	Sunday May 03 rd 2026	Handling Breakfast (Clear Up Breakfast), Prepare Event Ppsdm	Dpt. F&B

Table 3. 16 Daily activities of May 04th – May 10th 2026

No	Day/Date	Activity	Place
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1	Monday May 04 th 2026	Handling breakfast (clear up breakfast), handling event lt.1 (clear up event), cleaning toilet lt.1	Dpt. F&B Service Lobby Area
2	Tuesday May 05 th 2026	Handling Breakfast (Clear Up Breakfast), Sweep & mop lobby , Sweep & mop koridor, Sweep & mop stair, Prepare ppsdm, Providing Information and Guest Service	Dpt. F&B Dpt. HK Dpt. FO
3	Wednesday May 06 th 2026	Handle breakfast (clear up breakfast) Prepare ppsdm Providing Information and Guest Services	Dpt. F&B Dpt. FO
4	Thursday May 07 th 2026	Prepare event ppsdm Providing Information and Guest Services Perfoming Guest Check-in	Dpt. F&B Dpt. FO
5	Friday May 08 th 2026	Handle breakfast (Clear up Breakfast) Providing Information and Guest Services Perfoming Guest Check-out	Dpt. F&B Dpt. FO
6	Saturday May 09 th 2026	Handle breakfast (Clear up Breakfast) Providing Information and Guest Services Prepare ppsdm	Dpt. F&B Dpt. FO
7	Sunday May 10 th 2026	Handle breakfast (Clear up Breakfast) Providing Information and Guest Services	Dpt. F&B Dpt. FO

Table 3. 17 Daily activities of May 11th – May 17th 2026

No	Day/Date	Activity	Place
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1	Monday May 11 th 2026	Providing Information and Guest Services	Dpt. FO
Day Off			
Day Off			
4	Thursday May 14 th 2026	Managing Guests Documents and Data	Dpt. FO
5	Friday May 15 th 2026	Handle breakfast (Clear up Breakfast) , Cleaning check-out room Providing Information and Guest Services	Dpt. F&B Dpt. HK Dpt. FO
6	Saturday May 16 th 2026	Handle breakfast (Clear up Breakfast) , Cleaning check-out room Providing Information and Guest Services	Dpt. F&B Dpt. HK Dpt. FO
7	Sunday May 17 th 2026	Handle breakfast (Clear up Breakfast) , Prepare ppsdm Providing Information and Guest Services	Dpt. F&B Dpt. FO

Table 3. 18 Daily activities of May 18 – May 24 2026

No	Day/Date	Activity	Place
1	Monday May 18 th 2026	Handle breakfast (clear up breakfast) Prepare ppsdm , providing information and guest service	Dpt. F&B Dpt. FO
2	Tuesday May 19 th 2026	Handle breakfast (clear up breakfast) Prepare ppsdm , providing information and guest service	Dpt. F&B Dpt. FO
3	Wednesday May 20 th 2026	Handle breakfast (clear up breakfast) Prepare ppsdm , providing information and guest service	Dpt. F&B Dpt. FO
4	Thursday May 21 th 2026	Handle breakfast (clear up breakfast) Prepare ppsdm , providing information and guest service	Dpt. F&B Dpt. FO
5	Friday May 22 th 2026	Handle breakfast (clear up breakfast) Prepare ppsdm , providing information and guest service	Dpt. F&B Dpt. FO
6	Saturday May 23 th 2026	Handle breakfast (clear up breakfast) Prepare ppsdm , providing information and guest service	Dpt. F&B Dpt. FO
7	Sunday May 24 th 2026	Handle breakfast (clear up breakfast) Prepare ppsdm , providing information and guest service	Dpt. F&B Dpt. FO

Table 3. 19 Daily activities of May 25 – May 29 2026

No	Day/Date	Activity	Place
1	Monday May 25 th 2026	Handle breakfast (clear up breakfast) Prepare ppsdm , providing information and guest service	Dpt. F&B Dpt. FO
Day Off			
Day Off			
4	Thursday May 28 th 2026	Providing information and guest service Perfoming Guest Check-out	Dpt. F&B Dpt. FO
5	Friday May 29 th 2026	Handle breakfast (clear up breakfast), Prepare event, providing information and guest service	Dpt. F&B Dpt. FO

CHAPTER IV

CONCLUSION AND SUGGESTION

4.1 Conclusion

The internship program was conducted at Mersi Hotel Bukittinggi from January 26th, 2026 until May 29th, 2026. During the internship, the author was assigned to the Front Office Department and gained an understanding of the duties and responsibilities of Front Office staff. The activities performed included handling room reservations, providing information and guest services, managing guest documents and data, and assisting guest check-in and check-out processes.

During the internship, the author learned the working procedures used in Front Office operations and guest services. The procedures included receiving guest requests, providing information about hotel facilities and services, processing room reservations, checking guest data, entering guest information into the hotel system, and storing guest documents according to hotel procedures.

The author also identified the documents and hotel system used in daily Front Office activities. The documents used included HMS Reservation Forms, Form A, guest registration forms, invoices, and guest identity documents. In addition, the Property Management System (PMS) was used to support guest data management and hotel operational activities.

Based on the internship experience, it can be concluded that the objectives of the internship program were successfully achieved. The internship provided valuable knowledge and practical experience in Front Office operations and guest services in the hospitality industry.

4.2 Suggestion

Based on the experience gained during the internship program, the author would like to provide the following suggestions:

1. Suggestion for the Company

Mersi Hotel Bukittinggi is expected to continue providing guidance and support for internship students throughout the internship period. The company is also encouraged to give students more opportunities to participate in various hotel operational activities, especially in guest service and front office operations. In addition, regular feedback from supervisors can help students understand their strengths and weaknesses and improve their performance. By doing so, internship students can gain more knowledge, skills, and practical experience in the hospitality industry. Internship students are expected to improve their communication skills, hospitality knowledge, and professionalism before entering the workplace.

2. Suggestion for the Company

Future interns are expected to prepare themselves before starting the internship program by improving their communication skills, hospitality knowledge, and understanding of hotel operations. They should be disciplined, responsible, and willing to learn from hotel staff and supervisors. In addition, future interns should actively participate in daily activities, ask questions when they encounter difficulties, and maintain a professional attitude when interacting with guests and colleagues. These efforts will help them gain valuable experience and maximize the benefits of the internship program.

APPENDICES

Appendix 1: Internship Acceptance Letter



Bukittinggi, 21 Januari 2026

Nomor : 050/Mersi-HRD/1/2026

Perihal : Balasan Surat No. 7209/PL31/TU/2026

Kepada Yth:
Bapak Ir. Marhadi Sastra.,S.T.,M.Sc
Wakil Direktur III
Politeknik Negeri Bengkalis
di tempat

Assalamualaikum wr.wb..

Salam Hangat dari Hotel Mersi Bukittinggi.....

Dengan hormat,

Menindaklanjuti Surat Permohonan Praktek Kerja Lapangan dari Bapak, bersama surat ini kami sampaikan bahwa Hotel Mersi menyetujui untuk menerima mahasiswa Politeknik Negeri Bengkalis melakukan Praktek Kerja Lapangan selama 4 bulan terhitung dari 26 Januari 2026 sampai dengan 29 Mei 2026.

Jumlah siswa yang diterima:

Bidang Keahlian	Jumlah Mahasiswa	Putra	Putri	Ket
Bahasa Inggris	1 orang		1 orang	
Tata Boga				
Total : 1 orang				

Demikianlah surat persetujuan ini kami sampaikan, semoga kerjasama ini terjalin dengan baik. Atas perhatiannya kami ucapkan terimakasih.

Hormat kami,

HOTEL MERSI
Dedy Aburrahman
General Manager

Appendix 2 : Evaluation Form

LEMBAR PENILAIAN MAGANG OLEH INDUSTRI/PERUSAHAAN HOTEL MERSI BUKITTINGGI

Nama Mahasiswa : Normalina
NIM : 5203230005
Program Studi : D3 Bahasa Inggris
Institusi : Politeknik Negeri Bengkalis

No	Aspek yang dinilai	Bobot Persentase	Nilai Diberikan	Nilai Akhir
1.	Kedisiplinan	20%	98	18,00 19,6
2.	Pelaksanaan Tanggung jawab	25%	95	23,75
3.	Penyesuaian diri	10%	98	9,80
4.	Hasil kerja	30%	99	29,70
5.	Perilaku secara umum	15%	98	14,70
Total Jumlah (1+2+3+4+5)		100%		96,95 98,55

Keterangan:

A : Istimewa (85-100)
B+ : Sangat Baik (75-84)
B : Baik (65-74)
C+ : Cukup Baik (61-84)
C : Cukup (56-60)
D : Kurang (41-55)
E : Sangat Kurang (0-40)

Catatan:

Secara keseluruhan semuanya baik yang
ditingkatkan adalah keberanian, Percaya
diri dan Inisiatif.

Bukittinggi 29 Mei 2026

HOTEL MERSI
Merry Eka Putri
Operational Leader

Appendix 3 : List Of Attendance



KEMENTERIAN PENDIDIKAN, KEBUDAYAAN, RISET DAN TEKNOLOGI
POLITEKNIK NEGERI BENGKALIS
 Jl. Bathin Alam, Sungai Alam, Bengkalis – Riau – Indonesia Telp (+62766) 7098877 Fax (+62766) 8901008
 Website : www.polbeng.ac.id Email : polbeng@polbeng.ac.id

ABSENSI MAHASISWA PESERTA MAGANG POLITEKNIK NEGERI BENGKALIS

Nama : Noemalina
 Nim : 5203230005
 Jurusan/Prodi : Bahasa Inggris / D3 Bahasa Inggris
 Lokasi Magang : Hotel Mersi Bokittinggi

No	Bulan	Hari Ke -																Paraf Pengawas
1	Januari	27	28	29	30	31												
		lib	lib	lib	DO	lib												
2	Februari	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	
		lib	lib	lib	lib	lib	lib	lib	lib	DO	lib	lib	lib	lib	lib	lib	DO	
		17	18	19	20	21	22	23	24	25	26	27	28					
3	Maret	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	
		lib	DO	lib	lib	lib	lib	lib	lib	DO	lib	lib	lib	lib	lib	lib	DO	
		17	18	19	20	21	22	23	24	25	26	27	28	29	30	31		
		lib	lib	lib	lib	lib	lib	DO	lib	lib	lib	lib	lib	lib	DO	lib		

35

No	Bulan	Hari Ke -																Paraf Pengawas
4	April	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	
		lib	lib	lib	lib	lib	DO	lib	lib	lib	lib	lib	lib	DO	PH	DO	DO	
		17	18	19	20	21	22	23	24	25	26	27	28	29	30			
5	Mei	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	
		lib	lib	lib	lib	lib	lib	lib	lib	lib	lib	lib	DO	DO	lib	lib	lib	
		17	18	19	20	21	22	23	24	25	26	27	28	29	30	31		
		lib	lib	lib	lib	lib	lib	lib	lib	lib	DO	DO	lib	lib				

- Isi Kolom Dengan Paraf Mahasiswa
- Pengawas Mengisi Setiap Paraf Setiap Bulan Dan Di Akhir Periode Magang
- Jika Sakit, Hari Libur, Cuti Dsb, Tulis Dikolom
 Sakit = S
 Izin = I
 Alpha = A
 Hari Libur = HL

Appendix 4 : Internship Letter



Bukittinggi, 03 Juni 2026

Nomor : 067/Mersi-HRD/VI/2026
Perihal : Surat Keterangan

Kepada Yth:
Bapak Ir. Mahardi Sestra.,ST.,M.Sc
Wakil Direktur III
POLITEKNIK NEGERI BENGKALIS
di tempat

Assalamualaikum wr.wb.,

Salam Hangat dari Hotel Mersi Bukittinggi.....

Dengan hormat,

Bersama ini kami menerangkan bahwa Sdr. Normalina telah melaksanakan Kerja Praktik (KP) di Hotel Mersi Bukittinggi terhitung sejak tanggal 26 January s.d 29 Mei 2026 yang merupakan bagian dari Kurikulum Pendidikan di Jurusan Bahasa Politeknik Negeri Bengkalis.

Semoga memperoleh pengalaman dan wawasan di dunia kerja sehingga memberikan manfaat baik bagi perkembangan kompetensi mahasiswa yang bersangkutan di masa depan.

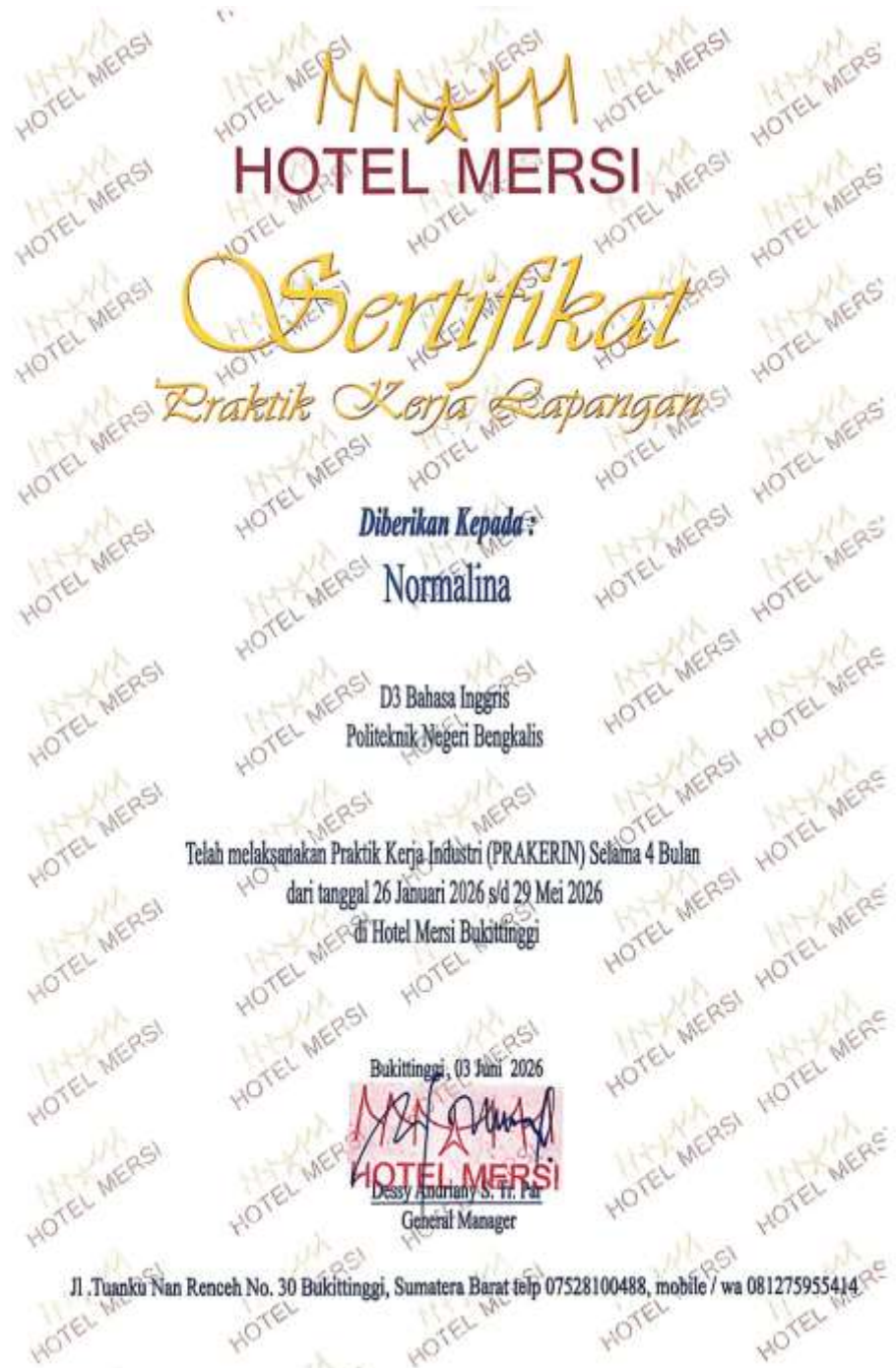
Demikianlah Surat Keterangan ini kami sampaikan, atas perhatian dan kerjasama yang baik kami ucapkan terimakasih.

Hormat kami,

Dessy Andriany, S.Tr.Par

General Manager

Appendix 5 : Internship Certificate



Appendix 6 : Daily Activity Internship

Daily Activity

Internship Program

Day : One Week

Date : 26 – 31 January

No	Date And Time	Job Description	Documentation
1	Monday, January 26 th 2026	Assisted the Food and Beverage Department in handling breakfast service, clearing tables, and cleaning check-out rooms under staff supervision.	
2	Tuesday, January 27 th 2026	Assisted in breakfast service, cleaned check-out rooms, and welcomed guests as a lobby greeter.	
3	Wednesday, January 28 th 2026	Assisted in breakfast service, cleaned check-out rooms, and provided guest assistance in the lobby area.	
4	Thursday, January 29 th , 2026	Assisted in breakfast service and cleaned check-out rooms.	
5	Friday, January 30 th , 2026	Day Off	
6	Saturday January 31 st , 2026	Welcomed guests and maintained the cleanliness of the lobby area by sweeping and mopping the floor.	

Supervisor	Signature
Mery Eka Putri	

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Daily Activity

Internship Program

Day : One Week

Date : 01 – 06 February

No	Date And Time	Job Description	Documentation
1	Sunday February 1 st , 2026	Assisted guests in the lobby and maintained the cleanliness of the lobby area.	
2	Monday February 2 nd , 2026	Performed lobby greeter duties and maintained lobby cleanliness.	
3	Tuesday February 3 rd , 2026	Assisted in filling out Form A and invoices and maintained lobby cleanliness.	
4	Wednesday, February 4 th , 2026	Welcomed guests and assisted in inputting guest reservation data.	
5	Thursday February 5 th , 2026	Provided guest assistance and information as a lobby greeter	
6	February 6 th , 2026	Assisted in breakfast service, cleaned stay rooms, and welcomed guests	

Supervisor	Signature
Mery Eka Putri	

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Daily Activity
Internship Program

Day : One Week

Date : 07 – 12 February

No	Date And Time	Job Description	Documentation
1	Saturday February 7 th , 2026	Assisted in breakfast service, cleaned check-out rooms, prepared invoices, and created promotional content.	
2	Sunday February 8 th , 2026	Assisted in breakfast service, cleaned rooms, and welcomed guests.	
3	Monday February 09 th , 2026	Day Off	
4	Tuesday February 10 th , 2026	Assisted in completing HMS reservations, Form A, invoices, and edited promotional content.	
5	Wednesday February 11 th , 2026	Assisted in breakfast service, cleaned stay rooms and check-out rooms, welcomed guests, and maintained cleanliness in public areas.	
6	Thursday February 12 th , 2026	Assisted in breakfast service, cleaned stay rooms and check-out rooms, welcomed guests, and maintained cleanliness in public areas.	

Supervisor	Signature
Mery Eka Putri	

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Daily Activity
Internship Program

Day : One Week

Date : 13 – 18 February

No	Date And Time	Job Description	Documentation
1	Friday February 13 th , 2026	Assisted in breakfast service, cleaned stay rooms and check-out rooms, welcomed guests, and maintained cleanliness in public areas.	
2	Saturday February 14 th , 2026	Assisted in breakfast service, cleaned stay rooms and check-out rooms, welcomed guests, and maintained cleanliness in public areas.	
3	Sunday February 15 th , 2026	Assisted in breakfast service, cleaned stay rooms and check-out rooms, welcomed guests, and maintained cleanliness in public areas.	
4	Monday February 16 th , 2026	Day Off	
5	Tuesday February 17 th , 2026	Performed lobby greeter duties, maintained lobby cleanliness, and assisted in content creation activities	
6	Wednesday February 18 th , 2026	Performed lobby greeter duties, maintained lobby cleanliness, and assisted in content creation activities	

Supervisor	Signature
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Mery Eka Putri	
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Daily Activity
Internship Program

Day : One Week

Date : 19 – 24 February

No	Date And Time	Job Description	Documentation
1	Thursday February 19 th , 2026	Performed lobby greeter duties, maintained lobby cleanliness, and assisted in content creation activities	
2	Friday February 20 th , 2026	Performed lobby greeter duties, maintained lobby cleanliness, and assisted in content creation activities	
3	Saturday February 21 th , 2026	Performed lobby greeter duties, maintained lobby cleanliness, and assisted in content creation activities	
4	Sunday February 22 th , 2026	Assisted the sales team in promotional activities and welcomed guests	
5	Monday February 23 th , 2026		
6	Tuesday February 24 th , 2026		

Supervisor	Signature
Mery Eka Putri	

Daily Activity
Internship Program

Day : One Week

Date : 25 February – 02 March

No	Date And Time	Job Description	Documentation
1	Friday February 25 th , 2026	Swept and mopped the lobby area, assisted in handling the iftar event by clearing tables and equipment after the event, and prepared the lobby greeter area.	
2	Saturday February 26 th , 2026	Swept and mopped the lobby area and prepared the lobby greeter to ensure a welcoming environment for guests.	
3	Sunday February 27 th , 2026	Swept and mopped the lobby area and prepared the lobby greeter for daily guest services.	
4	Monday February 28 th , 2026	Swept and mopped the lobby area, designed promotional content using Canva, and prepared the lobby greeter area.	
5	Tuesday March 1 st , 2026	Swept and mopped the lobby area, assisted in preparing sales materials, dusted the first-floor restaurant area, and prepared the lobby greeter.	
6	Wednesday March 2 nd , 2026	Day Off	

Supervisor	Signature
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Mery Eka Putri	
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Daily Activity
Internship Program

Day : One Week

Date : 03 – 08 March

No	Date And Time	Job Description	Documentation
1	Tuesday March 03 th , 2026	Assisted in preparing and maintaining the lobby greeter area to welcome hotel guests.	
2	Wednesday March 04 th , 2026	Assisted the Sales Department in field sales activities at the canteen area and prepared the lobby greeter area.	
3	Thursday March 05 th , 2026	Swept and mopped the lobby area, assisted in handling the iftar event by clearing tables and equipment after the event, and prepared the lobby greeter area.	
4	Friday March 06 th , 2026	Assisted in preparing sales materials, dusted the first-floor restaurant area, and prepared the lobby greeter area.	
5	Saturday March 07 th , 2026	Assisted in handling the iftar event by cleaning and clearing the event area after completion and prepared the lobby greeter area.	
6	Sunday March 08 th , 2026	Swept and mopped the lobby area, assisted in preparing sales materials, dusted the first-floor restaurant area, and prepared the lobby greeter area.	

Supervisor	Signature
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Mery Eka Putri	
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Daily Activity
Internship Program

Day : One Week

Date : 09 – 14 March

No	Date And Time	Job Description	Documentation
1	Monday March 09 th , 2026	Day Off	
2	Tuesday March 10 th , 2026	Assisted the Sales Department in field sales activities at the canteen area and prepared the lobby greeter area.	
3	Wednesday March 11 th , 2026	Assisted the Sales Department in field sales activities at the canteen area and prepared the lobby greeter area.	
4	Thursday March 12 th , 2026	Assisted the Sales Department in field sales activities at the canteen area and prepared the lobby greeter area.	
5	Friday March 13 th , 2026	Assisted in handling the iftar event by clearing tables and equipment after the event and prepared the lobby greeter area.	
6	Saturday March 14 th , 2026	Assisted in handling the iftar event by cleaning and clearing the event area after completion and prepared the lobby greeter area.	

Supervisor	Signature
Mery Eka Putri	

Daily Activity
Internship Program

Day : One Week

Date : 15 – 20 March

No	Date And Time	Job Description	Documentation
1	Sunday March 15 th , 2026	Assisted in preparing and maintaining the lobby greeter area to welcome hotel guests.	
2	Monday March 16 th , 2026	Day Off	
3	Tuesday March 17 th , 2026	Assisted in handling the iftar event by clearing tables and equipment after the event and prepared the lobby greeter area.	
4	Wednesday March 18 th , 2026	Assisted in preparing and maintaining the lobby greeter area to welcome hotel guests.	
5	Thursday March 19 th , 2026	Assisted in preparing and maintaining the lobby greeter area to welcome hotel guests.	
6	Friday March 20 th , 2026	Assisted in preparing and maintaining the lobby greeter area to welcome hotel guests.	

Supervisor	Signature
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Mery Eka Putri	
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Daily Activity
Internship Program

Day : One Week

Date : 21 – 26 March

No	Date And Time	Job Description	Documentation
1	Saturday March 21 th , 2026	Assisted in preparing and maintaining the lobby greeter area to welcome hotel guests.	
2	Sunday March 22 th , 2026	Assisted in preparing and maintaining the lobby greeter area to welcome hotel guests.	
3	Monday March 23 th , 2026	Day Off	
4	Tuesday March 24 th , 2026	Assisted in preparing and maintaining the lobby greeter area to welcome hotel guests.	
5	Wednesday March 25 th , 2026	Assisted in preparing and maintaining the lobby greeter area to welcome hotel guests.	
6	Thursday March 26 th , 2026	Assisted in preparing and maintaining the lobby greeter area to welcome hotel guests.	

Supervisor	Signature
Mery Eka Putri	

Daily Activity
Internship Program

Day : One Week

Date : 27 March – 01 April

No	Date And Time	Job Description	Documentation
1	Friday March 27 th , 2026	Assisted in handling breakfast service by clearing used tableware and cleaning the breakfast area, and prepared the lobby greeter area.	
2	Saturday March 28 th , 2026	Assisted in handling breakfast service by clearing used tableware and cleaning the breakfast area, and prepared the lobby greeter area.	
3	Sunday March 29 th , 2026	Assisted in handling breakfast service by clearing used tableware and cleaning the breakfast area, and prepared the lobby greeter area.	
4	Monday March 30 th , 2026	Day Off	
5	Tuesday March 31 th , 2026	Assisted in preparing and maintaining the lobby greeter area to welcome hotel guests.	
6	Wednesday April 01 st , 2026	Assisted in filling out HMS Reservation forms, Form A, and invoices, and swept and mopped the lobby area.	

Supervisor	Signature
Mery Eka Putri	

Daily Activity
Internship Program

Day : One Week

Date : 02 – 07 April

No	Date And Time	Job Description	Documentation
1	Thursday April 02 nd , 2026	Swept and mopped the lobby area, assisted in content creation activities, and supported restaurant service as a waiter.	
2	Friday April 03 rd , 2026	Assisted in handling breakfast service by clearing used tableware and cleaning the breakfast area, and cleaned check-out and stay-over rooms.	
3	Saturday April 04 th , 2026	Assisted in handling breakfast service by clearing used tableware and cleaning the breakfast area, and cleaned check-out rooms.	
4	Sunday April 05 th , 2026	Assisted in handling breakfast service by clearing used tableware and cleaning the breakfast area, cleaned check-out rooms, and assisted in content creation activities.	
5	Monday April 06 th , 2026	Day Off	

6	Tuesday April 07 th , 2026	Assisted in preparing and maintaining the lobby greeter area to welcome hotel guests.	
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Supervisor	Signature
Mery Eka Putri	

Daily Activity
Internship Program

Day : One Week

Date : 08 – 13 April

No	Date And Time	Job Description	Documentation
1	Wednesday April 08 th , 2026	Assisted in filling out HMS Reservation forms, Form A, and invoices, and swept and mopped the lobby area.	
2	Thursday April 09 th , 2026	Swept and mopped the lobby area, assisted in content creation activities, and supported restaurant service as a waiter.	
3	Friday April 10 th , 2026	Assisted in handling breakfast service and cleaned check-out and stay-over rooms.	
4	Saturday April 11 th , 2026	Assisted in handling breakfast service and cleaned check-out rooms.	

5	Sunday April 12 th , 2026	Assisted in handling breakfast service, cleaned check-out rooms, and assisted in content creation activities.	
6	Monday April 13 th , 2026	Day Off	

Supervisor	Signature
Mery Eka Putri	

Daily Activity Internship Program

Day : One Week

Date : 14 – 19 April

No	Date And Time	Job Description	Documentation
1	Tuesday April 14 th , 2026	Public Holiday	
2	Wednesday April 15 th , 2026	Day Off	
3	Thursday April 16 th , 2026	Day Off	
4	Friday April 17 th , 2026	Assisted in handling breakfast service, swept and mopped the smoking area, cleaned check-out and stay-over rooms, and prepared the lobby greeter area.	
5	Saturday April 18 th , 2026	Assisted in handling breakfast service, cleaned stay-over rooms, dusted arrival rooms, and prepared the lobby greeter	

		area.	
6	Sunday April 19 th , 2026	Assisted in handling breakfast service, cleaned check-out rooms, and prepared the lobby greeter area.	

Supervisor	Signature
Mery Eka Putri	

Daily Activity
Internship Program

Day : One Week

Date : 20 – 25 April

No	Date And Time	Job Description	Documentation
1	Monday April 20 th , 2026	Assisted in handling breakfast service, cleaned check-out rooms, and prepared the lobby greeter area.	
2	Tuesday April 21 th , 2026	Day Off	
3	Wednesday April 22 th , 2026	Assisted in handling an event by clearing and cleaning the event area after completion and prepared the lobby greeter area.	
4	Thursday April 23 th , 2026	Assisted in creating and editing promotional content and prepared the lobby greeter area.	
5	Friday	Assisted the Food and	

	April 24 th , 2026	Beverage Department in handling breakfast service and clearing the breakfast area.	
6	Saturday April 25 th , 2026	Off (Sick)	

Supervisor	Signature
Mery Eka Putri	

Daily Activity
Internship Program

Day : One Week

Date : 26 April – 01 May

No	Date And Time	Job Description	Documentation
1	Sunday April 26 th , 2026	Assisted in handling breakfast service, cleaned check-out rooms, and prepared the lobby greeter area.	
2	Monday April 27 th , 2026	Assisted in handling breakfast service, created and edited promotional content, and prepared the lobby greeter area.	
3	Tuesday April 28 th , 2026	Day Off	
4	Wednesday April 29 th , 2026	Assisted in preparing and maintaining the lobby greeter area to welcome hotel guests.	
5	Thursday April 30 th , 2026	Assisted in preparing and maintaining the lobby greeter	

		area to welcome hotel guests.	
6	Friday May 01 st , 2026	Assisted in handling breakfast service, cleaned check-out rooms, and prepared the lobby greeter area.	

Supervisor	Signature
Mery Eka Putri	

Daily Activity
Internship Program

Day : One Week

Date : 02 – 07 May

No	Date And Time	Job Description	Documentation
1	Saturday May 02 nd , 2026	Assisted in handling breakfast service, cleaned check-out rooms, swept and mopped the corridor area, and prepared the lobby greeter area.	
2	Sunday May 03 rd , 2026	Assisted in handling breakfast service and helped prepare the PPSDM event.	
3	Monday May 04 th , 2026	Assisted in handling breakfast service, handled an event on the first floor by clearing the event area after completion, and cleaned the first-floor lobby restroom.	

4	Tuesday May 05 th , 2026	Assisted in handling breakfast service, swept and mopped the lobby, corridor, and stair areas, helped prepare the PPSDM event, and prepared the lobby greeter area.	
5	Wednesday May 06 th , 2026	Assisted in handling breakfast service, helped prepare the PPSDM event, and prepared the lobby greeter area.	
6	Thursday May 07 th , 2026	Assisted in preparing the PPSDM event and prepared the lobby greeter area.	

Supervisor	Signature
Mery Eka Putri	

Daily Activity
Internship Program

Day : One Week

Date : 08 – 13 May

No	Date And Time	Job Description	Documentation
1	Friday May 08 th , 2026	Assisted in handling breakfast service and prepared the lobby greeter area.	
2	Saturday May 09 th , 2026	Assisted in handling breakfast service, helped prepare the PPSDM event, and prepared the lobby greeter area.	
3	Sunday May 10 th , 2026	Assisted in handling breakfast service and prepared the lobby greeter area.	

4	Monday May 11 th , 2026	Assisted in preparing and maintaining the lobby greeter area to welcome hotel guests.	
5	Tuesday May 12 th , 2026	Day Off	
6	Wednesday May 13 th , 2026	Day Off	

Supervisor	Signature
Mery Eka Putri	

Daily Activity Internship Program

Day : One Week

Date : 14 – 19 May

No	Date And Time	Job Description	Documentation
1	Thursday May 14 th , 2026	Assisted in preparing the lobby greeter area and filling out Form A and invoices.	
2	Friday May 15 th , 2026	Assisted in handling breakfast service, cleaned check-out and stay-over rooms, and prepared the lobby greeter area.	
3	Saturday May 16 th , 2026	Assisted in handling breakfast service, cleaned check-out rooms, and prepared the lobby greeter area.	
4	Sunday	Assisted in handling breakfast	

	May 17 th , 2026	service, helped prepare the PPSDM event, and prepared the lobby greeter area.	
5	Monday May 18 th , 2026	Assisted in handling breakfast service, helped prepare the PPSDM event, and prepared the lobby greeter area.	
6	Tuesday May 19 th , 2026	Assisted in handling breakfast service, helped prepare the PPSDM event, and prepared the lobby greeter area.	

Supervisor	Signature
Mery Eka Putri	

Daily Activity
Internship Program

Day : One Week

Date : 20 – 25 May

No	Date And Time	Job Description	Documentation
1	Wednesday May 20 th , 2026	Assisted in handling breakfast service, helped prepare the PPSDM event, and prepared the lobby greeter area.	
2	Thursday May 21 th , 2026	Assisted in handling breakfast service, helped prepare the PPSDM event, and prepared the lobby greeter area.	
3	Friday May 22 th , 2026	Assisted in handling breakfast service, helped prepare the PPSDM event, and prepared the lobby greeter area.	
4	Saturday	Assisted in handling breakfast	

	May 23 th , 2026	service, helped prepare the PPSDM event, and prepared the lobby greeter area.	
5	Sunday May 24 th , 2026	Assisted in handling breakfast service and prepared the lobby greeter area.	
6	Monday May 25 th , 2026	Assisted in handling breakfast service and prepared the lobby greeter area.	

Supervisor	Signature
Mery Eka Putri	

Daily Activity
Internship Program

Day : One Week

Date : 26 – 29 May

No	Date And Time	Job Description	Documentation
1	Tuesday May 26 th , 2026	Day off	
2	Wednesday May 27 th , 2026	Day off	
3	Thursday May 28 th , 2026	Assisted in preparing and maintaining the lobby greeter area to welcome hotel guests.	
4	Friday May 29 th , 2026	Assisted in handling breakfast service, helped prepare an event, and prepared the lobby greeter area.	

Supervisor	Signature
Mery Eka Putri	

Appendix 7

Other Documentations during Internship

- Front office intership documentations





- Housekeeping intership documentations





- Food & Beverage intership
documentations



- Food & Beverage Service intership
documentations



- Marketing intership documentations





Appendix 8 : Daily Activities

No.	Tgl. Kegiatan	Pembimbing	Penulis	Topik	Aksi
1	Jumat, 29 Mei 2026	198805172015041002 - ARI SATRIA, M.Pd.B.I	5203230005 - NORMALINA	Hotel operational Activitites	  
2	Kamis, 28 Mei 2026	198805172015041002 - ARI SATRIA, M.Pd.B.I	5203230005 - NORMALINA	Hotel operational Activitites	  
3	Rabu, 27 Mei 2026	198805172015041002 - ARI SATRIA, M.Pd.B.I	5203230005 - NORMALINA	OFF	  
4	Selasa, 26 Mei 2026	198805172015041002 - ARI SATRIA, M.Pd.B.I	5203230005 - NORMALINA	OFF	  
5	Senin, 25 Mei 2026	198805172015041002 - ARI SATRIA, M.Pd.B.I	5203230005 - NORMALINA	Hotel operational Activitites	  
6	Minggu, 24 Mei 2026	198805172015041002 - ARI SATRIA, M.Pd.B.I	5203230005 - NORMALINA	Hotel operational Activitites	  
7	Sabtu, 23 Mei 2026	198805172015041002 - ARI SATRIA, M.Pd.B.I	5203230005 - NORMALINA	Hotel operational Activitites	  
8	Jumat, 22 Mei 2026	198805172015041002 - ARI SATRIA, M.Pd.B.I	5203230005 - NORMALINA	Hotel operational Activitites	  
9	Kamis, 21 Mei 2026	198805172015041002 - ARI SATRIA, M.Pd.B.I	5203230005 - NORMALINA	Hotel operational Activitites	  
10	Rabu, 20 Mei 2026	198805172015041002 - ARI SATRIA, M.Pd.B.I	5203230005 - NORMALINA	Hotel operational Activitites	  
11	Selasa, 19 Mei 2026	198805172015041002 - ARI SATRIA, M.Pd.B.I	5203230005 - NORMALINA	Hotel operational Activitites	  
12	Senin, 18 Mei 2026	198805172015041002 - ARI SATRIA, M.Pd.B.I	5203230005 - NORMALINA	Hotel operational Activitites	  
13	Minggu, 17 Mei 2026	198805172015041002 - ARI SATRIA, M.Pd.B.I	5203230005 - NORMALINA	Hotel operational Activitites	  
14	Sabtu, 16 Mei 2026	198805172015041002 - ARI SATRIA, M.Pd.B.I	5203230005 - NORMALINA	Hotel operational Activitites	  
15	Jumat, 15 Mei 2026	198805172015041002 - ARI SATRIA, M.Pd.B.I	5203230005 - NORMALINA	Hotel operational Activitites	  
16	Kamis, 14 Mei 2026	198805172015041002 - ARI SATRIA, M.Pd.B.I	5203230005 - NORMALINA	Hotel operational Activitites	  
17	Rabu, 13 Mei 2026	198805172015041002 - ARI SATRIA, M.Pd.B.I	5203230005 - NORMALINA	OFF	  
18	Selasa, 12 Mei 2026	198805172015041002 - ARI SATRIA, M.Pd.B.I	5203230005 - NORMALINA	OFF	  
19	Senin, 11 Mei 2026	198805172015041002 - ARI SATRIA, M.Pd.B.I	5203230005 - NORMALINA	Hotel operational Activitites	  
20	Minggu, 10 Mei 2026	198805172015041002 - ARI SATRIA, M.Pd.B.I	5203230005 - NORMALINA	Hotel operational Activitites	  
21	Sabtu, 9 Mei 2026	198805172015041002 - ARI SATRIA, M.Pd.B.I	5203230005 - NORMALINA	Hotel operational Activitites	  
22	Jumat, 8 Mei 2026	198805172015041002 - ARI SATRIA, M.Pd.B.I	5203230005 - NORMALINA	Hotel operational Activitites	  

23	Kamis, 7 Mei 2026	198805172015041002 - ARI SATRIA, M.Pd.B.I	5203230005 - NORMALINA	Hotel operational Activitites	  
24	Rabu, 6 Mei 2026	198805172015041002 - ARI SATRIA, M.Pd.B.I	5203230005 - NORMALINA	Hotel operational Activitites	  
25	Selasa, 5 Mei 2026	198805172015041002 - ARI SATRIA, M.Pd.B.I	5203230005 - NORMALINA	Hotel operational Activitites	  
26	Senin, 4 Mei 2026	198805172015041002 - ARI SATRIA, M.Pd.B.I	5203230005 - NORMALINA	Hotel operational Activitites	  
27	Minggu, 3 Mei 2026	198805172015041002 - ARI SATRIA, M.Pd.B.I	5203230005 - NORMALINA	Hotel operational Activitites	  
28	Sabtu, 2 Mei 2026	198805172015041002 - ARI SATRIA, M.Pd.B.I	5203230005 - NORMALINA	Hotel operational Activitites	  
29	Jumat, 1 Mei 2026	198805172015041002 - ARI SATRIA, M.Pd.B.I	5203230005 - NORMALINA	Hotel operational Activitites	  
30	Kamis, 30 April 2026	198805172015041002 - ARI SATRIA, M.Pd.B.I	5203230005 - NORMALINA	Hotel operational Activitites	  
31	Rabu, 29 April 2026	198805172015041002 - ARI SATRIA, M.Pd.B.I	5203230005 - NORMALINA	Hotel operational Activitites	  
32	Selasa, 28 April 2026	198805172015041002 - ARI SATRIA, M.Pd.B.I	5203230005 - NORMALINA	OFF	  
33	Senin, 27 April 2026	198805172015041002 - ARI SATRIA, M.Pd.B.I	5203230005 - NORMALINA	Hotel operational Activitites	  
34	Minggu, 26 April 2026	198805172015041002 - ARI SATRIA, M.Pd.B.I	5203230005 - NORMALINA	Hotel operational Activitites	  
35	Sabtu, 25 April 2026	198805172015041002 - ARI SATRIA, M.Pd.B.I	5203230005 - NORMALINA	OFF (SAKIT)	  
36	Jumat, 24 April 2026	198805172015041002 - ARI SATRIA, M.Pd.B.I	5203230005 - NORMALINA	Hotel operational Activitites	  
37	Kamis, 23 April 2026	198805172015041002 - ARI SATRIA, M.Pd.B.I	5203230005 - NORMALINA	Hotel operational Activitites	  
38	Rabu, 22 April 2026	198805172015041002 - ARI SATRIA, M.Pd.B.I	5203230005 - NORMALINA	Hotel operational Activitites	  
39	Selasa, 21 April 2026	198805172015041002 - ARI SATRIA, M.Pd.B.I	5203230005 - NORMALINA	OFF	  
40	Senin, 20 April 2026	198805172015041002 - ARI SATRIA, M.Pd.B.I	5203230005 - NORMALINA	Hotel operational Activitites	  
41	Minggu, 19 April 2026	198805172015041002 - ARI SATRIA, M.Pd.B.I	5203230005 - NORMALINA	Hotel operational Activitites	  
42	Sabtu, 18 April 2026	198805172015041002 - ARI SATRIA, M.Pd.B.I	5203230005 - NORMALINA	Hotel operational Activitites	  
43	Jumat, 17 April 2026	198805172015041002 - ARI SATRIA, M.Pd.B.I	5203230005 - NORMALINA	Hotel operational Activitites	  
44	Kamis, 16 April 2026	198805172015041002 - ARI SATRIA, M.Pd.B.I	5203230005 - NORMALINA	OFF	  
45	Rabu, 15 April 2026	198805172015041002 - ARI SATRIA, M.Pd.B.I	5203230005 - NORMALINA	OFF	  
46	Selasa, 14 April 2026	198805172015041002 - ARI SATRIA, M.Pd.B.I	5203230005 - NORMALINA	PH	  

47	Senin, 13 April 2026	198805172015041002 – ARI SATRIA, M.Pd.B.I	5203230005 – NORMALINA	OFF	  
48	Minggu, 12 April 2026	198805172015041002 – ARI SATRIA, M.Pd.B.I	5203230005 – NORMALINA	Hotel operational Activites	  
49	Sabtu, 11 April 2026	198805172015041002 – ARI SATRIA, M.Pd.B.I	5203230005 – NORMALINA	Hotel operational Activites	  
50	Jumat, 10 April 2026	198805172015041002 – ARI SATRIA, M.Pd.B.I	5203230005 – NORMALINA	Hotel operational Activites	  
51	Kamis, 9 April 2026	198805172015041002 – ARI SATRIA, M.Pd.B.I	5203230005 – NORMALINA	Hotel operational Activites	  
52	Rabu, 8 April 2026	198805172015041002 – ARI SATRIA, M.Pd.B.I	5203230005 – NORMALINA	PH	  
53	Selasa, 7 April 2026	198805172015041002 – ARI SATRIA, M.Pd.B.I	5203230005 – NORMALINA	Hotel operational Activites	  
54	Senin, 6 April 2026	198805172015041002 – ARI SATRIA, M.Pd.B.I	5203230005 – NORMALINA	OFF	  
55	Minggu, 5 April 2026	198805172015041002 – ARI SATRIA, M.Pd.B.I	5203230005 – NORMALINA	Hotel operational Activites	  
56	Sabtu, 4 April 2026	198805172015041002 – ARI SATRIA, M.Pd.B.I	5203230005 – NORMALINA	Hotel operational Activites	  
57	Jumat, 3 April 2026	198805172015041002 – ARI SATRIA, M.Pd.B.I	5203230005 – NORMALINA	Hotel operational Activites	  
58	Kamis, 2 April 2026	198805172015041002 – ARI SATRIA, M.Pd.B.I	5203230005 – NORMALINA	Hotel operational Activites	  
59	Rabu, 1 April 2026	198805172015041002 – ARI SATRIA, M.Pd.B.I	5203230005 – NORMALINA	Hotel operational Activites	  
60	Selasa, 31 Maret 2026	198805172015041002 – ARI SATRIA, M.Pd.B.I	5203230005 – NORMALINA	Hotel operational Activites	  
61	Senin, 30 Maret 2026	198805172015041002 – ARI SATRIA, M.Pd.B.I	5203230005 – NORMALINA	OFF	  
62	Minggu, 29 Maret 2026	198805172015041002 – ARI SATRIA, M.Pd.B.I	5203230005 – NORMALINA	Hotel operational Activites	  
63	Sabtu, 28 Maret 2026	198805172015041002 – ARI SATRIA, M.Pd.B.I	5203230005 – NORMALINA	Hotel operational Activites	  
64	Jumat, 27 Maret 2026	198805172015041002 – ARI SATRIA, M.Pd.B.I	5203230005 – NORMALINA	Hotel operational Activites	  
65	Kamis, 26 Maret 2026	198805172015041002 – ARI SATRIA, M.Pd.B.I	5203230005 – NORMALINA	Hotel operational Activites	  
66	Rabu, 25 Maret 2026	198805172015041002 – ARI SATRIA, M.Pd.B.I	5203230005 – NORMALINA	Hotel operational Activites	  
67	Selasa, 24 Maret 2026	198805172015041002 – ARI SATRIA, M.Pd.B.I	5203230005 – NORMALINA	Hotel operational Activites	  
68	Senin, 23 Maret 2026	198805172015041002 – ARI SATRIA, M.Pd.B.I	5203230005 – NORMALINA	OFF	  
69	Minggu, 22 Maret 2026	198805172015041002 – ARI SATRIA, M.Pd.B.I	5203230005 – NORMALINA	Hotel operational Activites	  
70	Sabtu, 21 Maret 2026	198805172015041002 – ARI SATRIA, M.Pd.B.I	5203230005 – NORMALINA	Hotel operational Activites	  

71	Jumat, 20 Maret 2026	198805172015041002 - ARI SATRIA, M.Pd.B.I	5203230005 - NORMALINA	Hotel operational Activitites	  
72	Kamis, 19 Maret 2026	198805172015041002 - ARI SATRIA, M.Pd.B.I	5203230005 - NORMALINA	Hotel operational Activitites	  
73	Rabu, 18 Maret 2026	198805172015041002 - ARI SATRIA, M.Pd.B.I	5203230005 - NORMALINA	Hotel operational Activitites	  
74	Selasa, 17 Maret 2026	198805172015041002 - ARI SATRIA, M.Pd.B.I	5203230005 - NORMALINA	Hotel operational Activitites	  
75	Senin, 16 Maret 2026	198805172015041002 - ARI SATRIA, M.Pd.B.I	5203230005 - NORMALINA	OFF	  
76	Minggu, 15 Maret 2026	198805172015041002 - ARI SATRIA, M.Pd.B.I	5203230005 - NORMALINA	Hotel operational Activitites	  
77	Sabtu, 14 Maret 2026	198805172015041002 - ARI SATRIA, M.Pd.B.I	5203230005 - NORMALINA	Hotel operational Activitites	  
78	Jumat, 13 Maret 2026	198805172015041002 - ARI SATRIA, M.Pd.B.I	5203230005 - NORMALINA	Hotel operational Activitites	  
79	Kamis, 12 Maret 2026	198805172015041002 - ARI SATRIA, M.Pd.B.I	5203230005 - NORMALINA	Hotel operational Activitites	  
80	Rabu, 11 Maret 2026	198805172015041002 - ARI SATRIA, M.Pd.B.I	5203230005 - NORMALINA	Hotel operational Activitites	  
81	Selasa, 10 Maret 2026	198805172015041002 - ARI SATRIA, M.Pd.B.I	5203230005 - NORMALINA	Hotel operational Activitites	  
82	Senin, 9 Maret 2026	198805172015041002 - ARI SATRIA, M.Pd.B.I	5203230005 - NORMALINA	OFF	  
83	Minggu, 8 Maret 2026	198805172015041002 - ARI SATRIA, M.Pd.B.I	5203230005 - NORMALINA	Hotel operational Activitites	  
84	Sabtu, 7 Maret 2026	198805172015041002 - ARI SATRIA, M.Pd.B.I	5203230005 - NORMALINA	Hotel operational Activitites	  
85	Jumat, 6 Maret 2026	198805172015041002 - ARI SATRIA, M.Pd.B.I	5203230005 - NORMALINA	Hotel operational Activitites	  
86	Kamis, 5 Maret 2026	198805172015041002 - ARI SATRIA, M.Pd.B.I	5203230005 - NORMALINA	Hotel operational Activitites	  
87	Rabu, 4 Maret 2026	198805172015041002 - ARI SATRIA, M.Pd.B.I	5203230005 - NORMALINA	Hotel operational Activitites	  
88	Selasa, 3 Maret 2026	198805172015041002 - ARI SATRIA, M.Pd.B.I	5203230005 - NORMALINA	Hotel operational Activitites	  
89	Senin, 2 Maret 2026	198805172015041002 - ARI SATRIA, M.Pd.B.I	5203230005 - NORMALINA	OFF	  
90	Minggu, 1 Maret 2026	198805172015041002 - ARI SATRIA, M.Pd.B.I	5203230005 - NORMALINA	Hotel operational Activitites	  
91	Sabtu, 28 Februari 2026	198805172015041002 - ARI SATRIA, M.Pd.B.I	5203230005 - NORMALINA	Hotel operational Activitites	  
92	Jumat, 27 Februari 2026	198805172015041002 - ARI SATRIA, M.Pd.B.I	5203230005 - NORMALINA	Hotel operational Activitites	  
93	Kamis, 26 Februari 2026	198805172015041002 - ARI SATRIA, M.Pd.B.I	5203230005 - NORMALINA	Hotel operational Activitites	  

94	Rabu, 25 Februari 2026	198805172015041002 - ARI SATRIA, M.Pd.B.I	5203230005 - NORMALINA	Hotel operational Activitites	  
95	Selasa, 24 Februari 2026	198805172015041002 - ARI SATRIA, M.Pd.B.I	5203230005 - NORMALINA	PH	  
96	Senin, 23 Februari 2026	198805172015041002 - ARI SATRIA, M.Pd.B.I	5203230005 - NORMALINA	OFF	  
97	Minggu, 22 Februari 2026	198805172015041002 - ARI SATRIA, M.Pd.B.I	5203230005 - NORMALINA	Hotel operational Activitites	  
98	Sabtu, 21 Februari 2026	198805172015041002 - ARI SATRIA, M.Pd.B.I	5203230005 - NORMALINA	Hotel operational Activitites	  
99	Jumat, 20 Februari 2026	198805172015041002 - ARI SATRIA, M.Pd.B.I	5203230005 - NORMALINA	Hotel operational Activitites	  
100	Kamis, 19 Februari 2026	198805172015041002 - ARI SATRIA, M.Pd.B.I	5203230005 - NORMALINA	Hotel operational Activitites	  
101	Rabu, 18 Februari 2026	198805172015041002 - ARI SATRIA, M.Pd.B.I	5203230005 - NORMALINA	Hotel operational Activitites	  
102	Selasa, 17 Februari 2026	198805172015041002 - ARI SATRIA, M.Pd.B.I	5203230005 - NORMALINA	Hotel operational Activitites	  
103	Senin, 16 Februari 2026	198805172015041002 - ARI SATRIA, M.Pd.B.I	5203230005 - NORMALINA	OFF	  
104	Minggu, 15 Februari 2026	198805172015041002 - ARI SATRIA, M.Pd.B.I	5203230005 - NORMALINA	Hotel operational Activitites	  
105	Sabtu, 14 Februari 2026	198805172015041002 - ARI SATRIA, M.Pd.B.I	5203230005 - NORMALINA	Hotel operational Activitites	  
106	Jumat, 13 Februari 2026	198805172015041002 - ARI SATRIA, M.Pd.B.I	5203230005 - NORMALINA	Hotel operational Activitites	  
107	Kamis, 12 Februari 2026	198805172015041002 - ARI SATRIA, M.Pd.B.I	5203230005 - NORMALINA	Hotel operational Activitites	  
108	Rabu, 11 Februari 2026	198805172015041002 - ARI SATRIA, M.Pd.B.I	5203230005 - NORMALINA	Hotel operational Activitites	  
109	Selasa, 10 Februari 2026	198805172015041002 - ARI SATRIA, M.Pd.B.I	5203230005 - NORMALINA	Hotel operational Activitites	  
110	Senin, 9 Februari 2026	198805172015041002 - ARI SATRIA, M.Pd.B.I	5203230005 - NORMALINA	OFF	  
111	Minggu, 8 Februari 2026	198805172015041002 - ARI SATRIA, M.Pd.B.I	5203230005 - NORMALINA	Hotel operational Activitites	  
112	Sabtu, 7 Februari 2026	198805172015041002 - ARI SATRIA, M.Pd.B.I	5203230005 - NORMALINA	Hotel operational Activitites	  
113	Jumat, 6 Februari 2026	198805172015041002 - ARI SATRIA, M.Pd.B.I	5203230005 - NORMALINA	Hotel operational Activitites	  
114	Kamis, 5 Februari 2026	198805172015041002 - ARI SATRIA, M.Pd.B.I	5203230005 - NORMALINA	Hotel operational Activitites	  
115	Rabu, 4 Februari 2026	198805172015041002 - ARI SATRIA, M.Pd.B.I	5203230005 - NORMALINA	Hotel operational Activitites	  
116	Selasa, 3 Februari 2026	198805172015041002 - ARI SATRIA, M.Pd.B.I	5203230005 - NORMALINA	Hotel operational Activitites	  

117	Senin, 2 Februari 2026	198805172015041002 - ARI SATRIA, M.Pd.B.I	5203230005 - NORMALINA	Hotel operational Activitites	
118	Minggu, 1 Februari 2026	198805172015041002 - ARI SATRIA, M.Pd.B.I	5203230005 - NORMALINA	Hotel operational Activitites	
119	Sabtu, 31 Januari 2026	198805172015041002 - ARI SATRIA, M.Pd.B.I	5203230005 - NORMALINA	Hotel operational Activitites	
120	Jumat, 30 Januari 2026	198805172015041002 - ARI SATRIA, M.Pd.B.I	5203230005 - NORMALINA	OFF	
121	Kamis, 29 Januari 2026	198805172015041002 - ARI SATRIA, M.Pd.B.I	5203230005 - NORMALINA	Hotel operational Activitites	
122	Rabu, 28 Januari 2026	198805172015041002 - ARI SATRIA, M.Pd.B.I	5203230005 - NORMALINA	Hotel operational Activitites	
123	Selasa, 27 Januari 2026	198805172015041002 - ARI SATRIA, M.Pd.B.I	5203230005 - NORMALINA	Hotel operational Activitites	
124	Senin, 26 Januari 2026	198805172015041002 - ARI SATRIA, M.Pd.B.I	5203230005 - NORMALINA	Hotel operational Activitites	

Appendix 9 : Revision List of Report

REVISION LIST OF INTERNSHIP REPORT

Name : Normalina
Student's Reg. No : 5203230005
Advisor : Ari Satria, M.Pd.B.I
Internship Location : Hotel Ners, Buntarlinggi

No	Day/Date	Revision Items
1.	10/06/2026	* Logo Polbens * Purpose * Job description * Conclusion

Bengkalis, June 10th, 2026

Advisor



Ari Satria, M.Pd.B.I

NIP: 198805172015041002

REFERENCES

State Polytechnic of Bengkalis Profile, www.polbeng.ac.id Accessed on may 28th 2026

Hotel Mersi Bukitittinggi, [Hotel Mersi Bukitittinggi - Hotel Google](#) Accessed on may 28th 2026