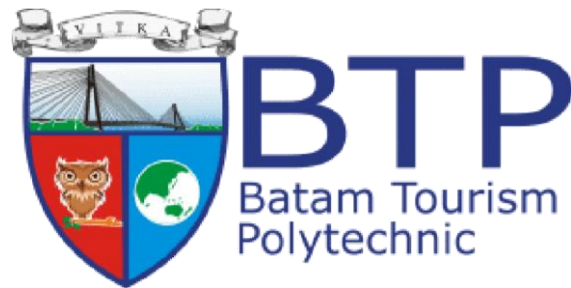


ON JOB TRAINING STUDENT ACTIVITY REPORT FOOD
AND BEVERAGE MANAGEMENT STUDY PROGRAM
AT
W HONG KONG HOTEL



Arranged by:

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FOOD AND BEVERAGE
MANAGEMENT BATAM TOURISM
POLYTECHNIC
2025

APPROVAL PAGE

Student On-The-Job Training / Work Activity Report

Food and Beverage Management

At

W Hong Kong

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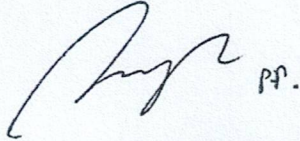
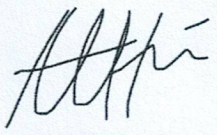
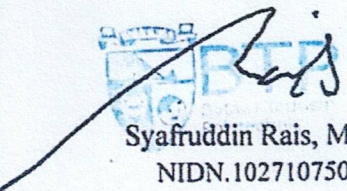
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I hereby declare that this internship report I have written is truly my own work and not a result of plagiarism/falsification/fabrication in whole or in part. If it is proven or can be proven in the future that this internship report is the result of plagiarism/falsification/fabrication, in whole or in part, I am willing to accept the sanctions for such actions in accordance with the applicable regulations.

Hong Kong, July 16 2025

Rizq Aufa Pahlevie

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PREFACE

By offering all praise and gratitude to the presence of God Almighty, so that the author can complete the internship report at the Beverage And Food Department W Hong Kong Hotel.

On this occasion, the author would like to thank all parties for all the assistance, guidance, and direction that has been given to the author during the writing of this Report. The author conveys this thank you to the honorees:

1. Mrs. Siska Amelia Maldin, M.Pd as the Director of the Batam Tourism Polytechnic.
2. Mr. Rezki Alhamdi, M.M.Par, as the Head of the Food and Beverage Management Study Program.
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6. Manager of WooBar & WetDeck, Mr. Ching Ching who has helped provide all access to the The author needs to write this report.
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8. Especially for the family who always provides support and assistance when the writer Carry out on the job training.
9. To all parties and hotel employees who cannot be mentioned by the author individually, for cooperation and contribution in teaching and helping the author to establish cooperation team during work.

The author realizes that this report is still not perfect. Therefore, the author accepts criticism and suggestions from various parties. Any criticism and suggestions will be greatly appreciated for their input. Thanks.

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CHAPTER I

INTRODUCTION

1.1 Internship Background

On The Job Training is a program from Batam Tourism Polytechnic in carrying out real work practices to practice what has been learned during the learning process. With the existence of On Job training, it is hoped that students will gain work experience and shape themselves to be better at work. In addition, Batam Tourism Polytechnic also provides many opportunities for students to do their On Job Training abroad and get very large and meaningful opportunities for their students. The hotel in collaboration with Batam Tourism Polytechnic is also a 4-star or 5-star hotel.

1.2 Purpose of Internship

In carrying out internship activities, there are several goals that have been achieved, namely:

1. Introduction to the work environment and responsibilities in the work to be done.
2. Practicing the knowledge that has been learned during lectures at Batam Tourism polytechnic.
3. Understand the overall job desk in each department.
4. Deepening soft skills and hard skills at work.
5. With On Job Training, it is hoped that students will gain valuable work experience, which can be applied in the world of work.

1.3 Benefit of Internship

Benefits obtained by the author during the period of Real work practice – On Job Training:

- 1.4 The writer can practice related skills in his work.
- 1.5 The writer can apply soft skills and hard skills that have been learned during his lecture period.
- 1.6 The writer can find out an overview of real work practices.

1.7 Writers can learn in the professionalism of the work.

1.8 The writer can learn to shape himself during his internship.

1.4 Internship Place

The on the job training of the writer was conducted at W Hong Kong Hotel, located at The Cullinan II (W Hong Kong And Harbourview Place), 1 Austin Rd W, West Kowloon, Hong Kong.

1.5 On The Job Training Schedule

A. On the Job Training Period

The writer conducted the on the job training program from February 12, 2025, to August 7, 2024.

B. Working hours On The Job Training

Working time during the on the job training is 9 working hours per day, 5 working days, and 2 days off in a week.

CHAPTER II

GENERAL REVIEW OF INTERNSHIP PLACE

2.1 W Hotel WorldWide Profile



Picture 2.1 W WorldWide Logo

W Hotels is a luxury hotel company owned by Marriott International. W Hotels was founded in 1998, with its first hotel being W New York, which was a renovation of the Doral Inn in Manhattan. The first W hotels were generally renovations of existing hotels within the Starwood group. In 2001, Starwood opened W New York - Times Square. After being established for a decade, the hotel focused on increasing its number of hotels in the United States and has now shifted its focus to expanding its hotel portfolio outside the United States.

In May 2008, W Hotels opened its first hotel in Europe, located in Istanbul. This hotel was a renovation of the Akaretler Row Houses, a historic building constructed in the 1870s as housing for the staff of the Dolmabahçe Palace. The hotel combines traditional Ottoman design with the contemporary style characteristic of W.

Then in 2009, W Barcelona became the first W hotel in Western Europe. W Barcelona was designed by architect Ricardo Bofill and has a sail-like shape, rising 26 stories high. To date, W Hotels has nearly 60 hotels spread across the world.



Picture 2.2 W Barcelona

The lobby of W Hotels is called the "Living Room," aimed at enhancing a family-like atmosphere in the hotel. W Hotels also makes an effort to incorporate the letter "W" in various aspects, such as the Concierge with the slogan "Whatever/Whenever," the pool called "Wet," the Reception referred to as "Welcome," and the Valet known as "Wheels." W Hotels also allows guests to bring their pets during their stay.

2.2 W Hong Kong Profile



Picture 2.3 W Hong Kong Logo

W Hong Kong first opened in 2008, located in the city of Kowloon. W Hong Kong is one of the skyscrapers in Kowloon. It features 393 rooms and is designed to take guests on a journey through a magical forest, drawing energy and inspiration from the urban jungle while offering guests the chance to relax and gain new experiences.

2.2.1 W Hong Kong Designer

W Hong Kong was designed by two design firms with the same design narrative

1. Glamours

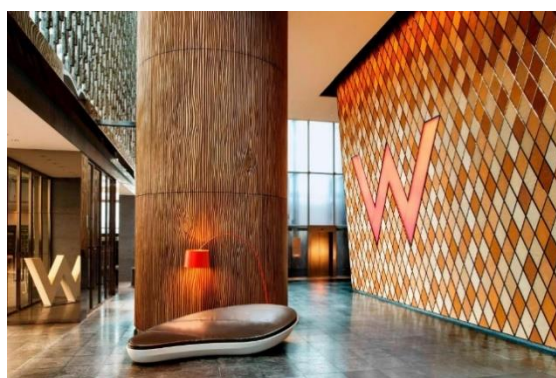
Glamours is an award-winning design firm from Japan, and W Hong Kong was designed by Yasumichi Morita in an elegant and warm style featuring light tones, green, and purple, incorporating butterfly icons and curve.



Picture 2.4 Yasumichi Morita Design

2. G +A (Nic Graham + Associates)

The interior design studio Nic Graham & Assoc was founded by Nicholas Graham in 1998 in Sydney, Australia. The studio focuses on high-end hospitality, commercial, and residential projects. It gained widespread recognition after the notable completion of W Hotel in Hong Kong in 2008 and has been highly sought after for subsequent hotel projects. The designs by Nic Graham feature a vibrant and energetic style with sharp color combinations such as red, orange, and yellow. The design icon for W Hong Kong is Woodgrain.



Picture 2.5 Nic Graham Design

2.2.2 The Enchanted Forest W Hong Kong

W Hong Kong has a theme of a magical forest (The Enchanted Forest) as it features numerous whimsical and quirky species such as mosquitoes, butterflies, and bees. Not only does it incorporate these species, but W Hong Kong also selects five elements that serve as the

foundation to support the forest habitat (metal, wood, fire, and earth). Below is an example of one of the species elements.



Picture 2.6 The Enchanted Forest of W Hong Kong

2.2.3 Facility In W Hong Kong

1. Bliss Spa

Bliss Spa is located on the 72nd floor and offers over 14,500 square feet of relaxation facilities, featuring two luxurious couples' suites and nine treatment rooms with stunning views of the harbor and city skyline. Bliss Spa, designed by Glamours, has won awards for its exceptional design. Other amenities at Bliss Spa include luxurious locker rooms with jacuzzis, saunas, steam rooms, and vitality pools.



Picture 2.7 Bliss Spa

2. Fit

Fit is the fitness center of W Hong Kong, located on the 73rd floor with stunning views of the harbor. The facilities provided include locker rooms, sauna rooms, steam rooms, and equipment such as cardiovascular machines, elliptical machines, exercise bikes, free weights, rowing machines, stair climbers, strength equipment, treadmills, weight machines, punching bags, fitballs, medicine balls, and yoga mats.



Picture 2.8 Fit W Hong Kong

3. Wet

Wet is the swimming pool facility, one of the highest rooftop pools in the world, located on the 76th floor. Guests can glide through sparkling blue water beneath a mesmerizing blue sky. Enjoy spectacular views while lounging on sunbeds surrounded by a panoramic skyline 211 meters (692 feet) above Victoria Harbour. Sunlight beautifully reflects off the dramatic mosaic walls, and many elements of the magical forest, such as butterflies and birds, seem to escape from the trees. The area is equipped with a poolside bar offering refreshing cocktails.



Picture 2.9 Wet (Swimming Pool) W Hong Kong

4. Rooms And Suites

a. Wonderful Room

The Wonderful Rooms at W Hong Kong comprise 84 rooms with city tour views. The amenities for this room type include two options: one king bed and two twin beds, high-speed Wi-Fi, air conditioning, a separate bathtub and shower, a lighted makeup mirror, a hair dryer, slippers, a sofa, 24-hour room service, bottled water for a fee, a coffee or tea maker, instant hot water, a minibar for a fee, a mini fridge, and a television.



Picture 2.10 Wonderful Room W Hong Kong

b. Spectacular Room

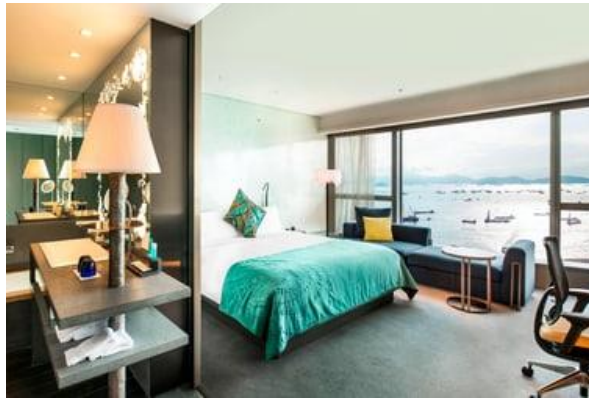
The Spectacular Rooms at W Hong Kong consist of 84 rooms with partial harbor views. The amenities for this room type include two options: one king bed and two twin beds, high-speed Wi-Fi, air conditioning, a separate bathtub and shower, a lighted makeup mirror, a hair dryer, slippers, a sofa, 24-hour room service, bottled water for a fee, a coffee or tea maker, instant hot water, a minibar for a fee, a mini fridge, and a television.



Picture 2.11 Spectacular Room W Hong Kong

c. Fabulous Room

The Fabulous Rooms at W Hong Kong consist of 162 rooms with oceanfront views. The amenities for this room type include two options: one king bed and two twin beds, high-speed Wi-Fi, air conditioning, a separate bathtub and shower, a lighted makeup mirror, a hair dryer, slippers, a sofa, 24-hour room service, bottled water for a fee, a coffee or tea maker, instant hot water, a minibar for a fee, a mini fridge, and a television.



Picture 2.12 Fabulous Room W Hong Kong

d. Cool Corner Room

The Cool Corner Rooms at W Hong Kong consist of 21 rooms with partial harbor views. The amenities for this room type include one king bed, high-speed Wi-Fi, air conditioning, a separate bathtub and shower, a lighted makeup mirror, a hair dryer, slippers, a sofa, 24-hour room service, bottled water for a fee, a coffee or tea maker, instant hot water, a minibar for a fee, a mini fridge, and a 55-inch (140 cm) LCD TV.



Picture 2.13 Cool Corner Room W Hong Kong

e. Fantastic Suite

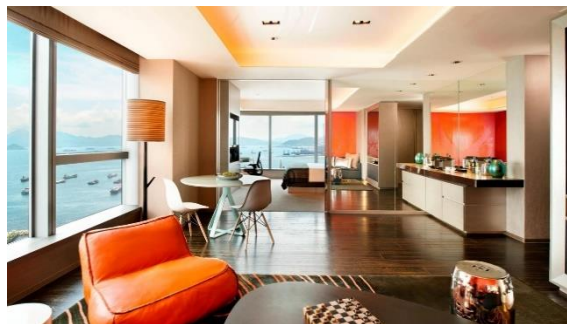
The Fantastic Suites consist of 21 suites with oceanfront views, designed by G+A Nic and Glamours. The amenities provided for this type include a living or sitting area, a separate living room, a walk-in closet, bathroom features, an alarm clock, 24-hour room service, a coffee or tea maker, a minibar for a fee, a mini fridge, complimentary wired and wireless internet, evening turndown service, and a newspaper delivered to the room upon request, along with two 55-inch (140 cm) LCD TVs.



Picture 2.14 Fantastic Suite W hong Kong

f. **Marvelous Suite**

The Marvelous Suites consist of 17 suites with oceanfront views, designed by G+A Nic Graham and Glamours Yasumichi Morita. The amenities provided for this type include a living or sitting area, a dining area, a separate dining and living room, a walk-in closet, bathroom features, an alarm clock, 24-hour room service, a coffee or tea maker, a minibar for a fee, a pantry area, a mini fridge, complimentary wired and wireless internet, evening turndown service, and a newspaper delivered to the room upon request, along with two 55-inch (140 cm) LCD TVs.



Picture 2.15 Marvelous Suite W Hong Kong

g. **Wow Suite**

The Wow Suites consist of 3 suites with skyline views, designed by G+A Nic Graham. The amenities provided for this type include a living or sitting area, a dining area, a separate dining and living room, a walk-in closet, bathroom features, a lighted makeup mirror, an alarm clock, 24-hour room service, a coffee or tea maker, a minibar for a fee, a pantry area, a mini fridge, complimentary wired and wireless internet, evening turndown service, and a newspaper delivered to the room upon request, along with two 55-inch (140 cm) LCD TVs.



Picture 2.16 Wow Suite W Hong Kong

h. Extreme Wow Suite

There is only one suite of this type with skyline views, designed by G+A Nic Graham. The amenities provided for this type include a living or sitting area, a dining area, a separate dining and living room, a walk-in closet, bathroom features, a whirlpool, a lighted makeup mirror, an alarm clock, 24-hour room service, a coffee or tea maker, a minibar for a fee, a pantry area, a mini fridge, complimentary wired and wireless internet, evening turndown service, and a newspaper delivered to the room upon request, along with two 75-inch (191 cm) LCD TVs.



Picture 2.17 Extreme Wow Suite W Hong Kong

5. Dinning

a. Kitchen Restaurant

This popular restaurant features unique decor with views of the Kowloon waterfront. It is open daily from 7:00 AM to 10:00 PM. Offering both buffet and à la carte options, the restaurant serves innovative culinary dishes that blend global and local flavors, ranging from handmade dim sum and sushi to fresh seafood, hearty salads, decadent desserts, and more gourmet delights.



Picture 2.18 Kitchen Restaurant W Hong Kong

b. WooBar

WooBar is designed by G+A Nicholas Graham, featuring a backdrop perfect for world-class cocktails, complemented by a DJ spinning dance-worthy beats and tunes. WooBar is the most energetic outlet at W Hong Kong, open daily from 12:00 PM to 12:00 AM.



Picture 2.19 WooBar W Hong Kong

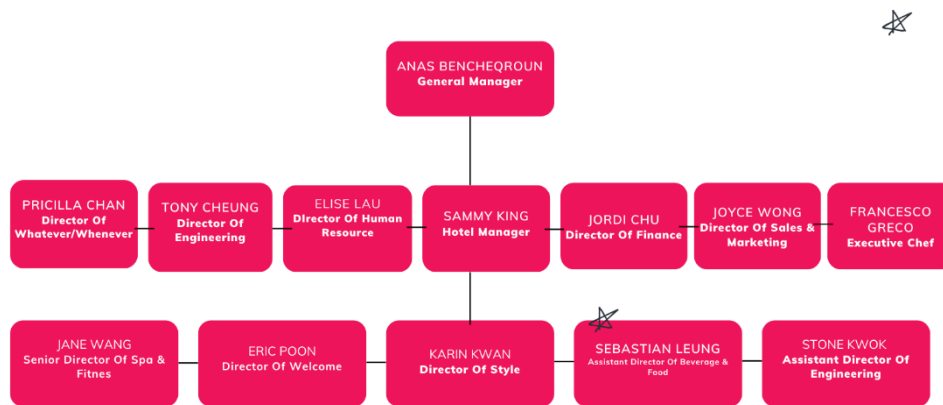
c. WetDeck

Wet Deck is located on the 76th floor alongside the poolside. Guests can enjoy snacks, drinks, and shisha by the pool while taking in the fantastic mosaic mural behind the lounge chairs, or they can savor the sunset with views of Hong Kong Harbor and Hong Kong Island. It is open daily from 12:00 PM to 8:00 PM.



Picture 2.20 Wet Deck W Hong Kong

2.2.4 Organization Chart Of W Hong Kong



Picture 2.21 Organization Chart Of W Hong Kong

In a company, there is certainly an organizational structure to operate based on the proper positions. An organizational structure is a hierarchical arrangement that connects each department and position within an organization to achieve its established goals. W Hong Kong has an organizational structure as shown in Picture 2.22:

The highest position in the W Hong Kong organizational structure is occupied by the General Manager, who is responsible for all departments, both operationally and in the back office. The next positions are held by several Directors for each department, including the Director of Beverage And Food Management, Director of Whatever/Whenever, Director of Engineering, Director of Human Resources, Executive Chef, Director of Welcome, Director of Style, Senior Director of Finance, Senior Director of Spa and Fitness, Director of Sales, Director of Event Booking Center, and Director of Marketing and Communication.

CHAPTER III

INTERNSHIP IMPLEMENTATION

3.1 Work Implementations

I undergo my internship at W Hong Kong Hotel for 6 months from February 12, 2025, until August 7, 2025. I was working at the B&F Service department, more specifically at WooBar . My working shifts are different every week. It depends on the schedule, 11:00 AM to 20:36 PM or 15:00 PM to 00:36 Midnight. In a week, I have 5 working days and 2 days off. In different working shift, I have different job desk that include of :

- 11:00 AM to 20:36 PM
 - a) Open WooBar that includes all the beverage stock at the BV Store and prepare some documents that are needed.
 - b) Open all the coffee machine.
 - c) Display Liquor and Liqueur
 - d) Clean all the tables and put them on the menu.
 - e) Prepare all the garnish and restock the beverage that we have.
- , 15:00 PM to 00:36 AM
 - a) Clear up all Bar Counter
 - b) Keep back all Liquor and Liqueur.
 - c) Checking all the beverages and garnish.
 - d) Close the Coffee Machine
 - e) Clear up pantry
 - f) Setup dining table for Lunch.

3.2 Obstacles Faced

As a student that is undergoing internship in foreign country, there would be several obstacles throughout the days, such as

- 1) Language barrier, as the local language in Hong Kong is Cantonese, I can only communicate in English and a little bit of mandarin as well, but not all of the guests can speak at the language that I can. All the guests of this hotel are from different

countries. Although English is a universal language, every country has an English accent that is difficult to understand. And also not every guest can speak in English and Mandarin.

- 2) Time management and speed of work, this problem happens when I start my first day of work until the first month I've been at WooBar and WetDeck. Because sometimes can suddenly be crowded and full house. Of course we have many job desks that must be done by each of us. As we know Hong Kong people are very fast when they are doing something.
- 3) For handling difficult customers, it's hard for me to control my emotions, keep smiling in front of the guest when there is a problem happening. We have to stay calm, show empathy to the guest and find the best way to solve the problem. Otherwise, the guests are not satisfied with the explanation or problem solving we are doing, we can take them to our supervisor or manager to solve it.

CHAPTER IV

CONCLUSION

4.1 Conclusion

On the job training program is a very useful program for students who are studying to gain work experience and new knowledge in the real world of work. In undergoing this program, we can practice the knowledge we have learned. So writers can have new skills, both hard skills and soft skills

This program teaches many new skills for writers, such as how to communicate with the guest and the colleagues as well. And also be responsible for their own work in dealing with different guests and trying to solve the problem by themselves. This program has a lot of good influences on us that make us grow and will be very useful in the future.

4.2 Suggestions

1) For student

- a) Students should deepen their food and beverage knowledge. With this knowledge, students will not feel uncomfortable and have a burden in dealing with guests.
- b) Students deepen their English language, because language is very important and can make it easier on their work.
- c) Students who want to do an internship abroad must be mentally prepared. We are in another country, then there will be many things that are very different from our country.

2) For Institution

- a) I hope that Batam Tourism Polytechnic can still establish cooperation and good relations with W Hong Kong Hotel.
- b) I hope that the Batam Tourism Polytechnic campus will continue to communicate with the hotel about what student's need in their On-the-Job Training Report so that there will be no miscommunication between students, the hotel and the campus.

- c) I hope that Batam Tourism Polytechnic can increase cooperation with other hotels in Hong Kong to expand opportunities for students who want to do internships.

3) For Hotel

- a) I hope W Hong Kong can continue to compete with other luxury hotels in Hong Kong and become the best luxury hotel in the city. And maintain the good relationship with Batam Tourism Polytechnic. So, the other students can apply for their internship at W Hong Kong.

PERFOMANCE EVALUATION