

**CREATING A GUIDEBOOK FOR FRONT OFFICE,
HOUSEKEEPING, AND FOOD AND BEVERAGE
DEPARTMENTS IN FIVE-STAR HOTELS: FOOD AND
BEVERAGE DEPARTMENT AND JOB INTERVIEW
CHAPTER**



FINAL ASSIGNMENT

**A Partial Fulfillment of the Requirements for the Applied Foreign Language
Bachelor Degree**

by

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2026

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Beverage Departments in Five-Star Hotels in Semarang: Food and Beverage
Department and Job Interview Chapter**

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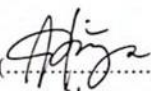
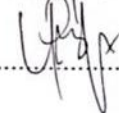
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ABSTRACT

The hospitality industry plays a vital role in supporting tourism and economic growth, requiring high-quality service and professional human resources. This demand is further supported by the rapid growth of the industry, resulting in a need for highly skilled professionals in operations departments, such as Front Office, Housekeeping, and Food and Beverage. However, many students struggled in understanding hotel operations and preparing for the recruitment processes. This study aims to develop learning media in the form of a guidebook and video that provide an introduction to hotel operational systems as well as guidance for job interviews in the hospitality industry. This research used the Research and Development (R&D) method, including the information needs, product design, development, and revision. The data collected through observation, interviews, and documentation. The result of this study is a guidebook with supporting video containing general knowledge of hotel departments, job descriptions, and interview preparation. These products are expected to improve students' understanding, readiness, and confidence in entering the hospitality industry.

Keywords: Hospitality Industry, Guidebook, Front Office, Housekeeping, Food and Beverage, Job Interview, Hotel operations

ABSTRAK

Industri perhotelan memiliki peran penting dalam mendukung pariwisata dan pertumbuhan ekonomi, sehingga membutuhkan layanan berkualitas tinggi serta sumber daya manusia yang profesional. Kebutuhan akan hal ini semakin meningkat seiring dengan pesatnya perkembangan industri yang akhirnya mempengaruhi tingginya permintaan akan tenaga kerja terampil di departemen operasional seperti Front Office, Housekeeping, dan Food and Beverage. Namun, banyak individu terutama mahasiswa yang terdapat kesulitan dalam memahami operasional hotel serta mempersiapkan diri untuk proses rekrutmen. Dalam penelitian ini bertujuan untuk mengembangkan media pembelajaran berupa buku panduan dan video yang memberikan pengenalan mengenai departemen operasional hotel serta panduan menghadapi wawancara kerja di industri perhotelan, khususnya pada tiga departemen tersebut. Penelitian ini menggunakan metode Research and Development (R&D), yang meliputi tahap analisis kebutuhan informasi, perancangan dan pengembangan produk serta revisi produk. Data yang dikumpulkan melalui observasi, wawancara, dan dokumentasi. Hasil dari penelitian ini adalah sebuah buku panduan yang dilengkapi dengan video pendukung yang berisi pengetahuan umum mengenai departemen hotel, deskripsi pekerjaan, serta simulasi persiapan wawancara kerja. Buku panduan ini diharapkan dapat meningkatkan pemahaman, kesiapan, dan kepercayaan diri individu dalam memasuki industri perhotelan.

Kata kunci: Industri Perhotelan, Buku Panduan, Front Office, Housekeeping, Food and Beverage, Wawancara Kerja, Operasional Hotel