

ABSTRACT

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“PROFESSIONAL INTERNSHIP ACTIVITIES AS HUMAN RESOURCES IN THE HUMAN RESOURCES DEPARTMENT AT HOTEL GRAND ZURI BSD CITY”

The report is prepared based on the implementation of a professional internship carried out over four months and twenty-three days in the Human Resources Department of Hotel Grand Zuri BSD City. The main objective of this internship was to provide students with direct experience in applying human resource management theories within the hospitality industry. The intern was involved in various tasks, including managing employee attendance and leave data, preparing training and CSR reports, filing employee documents, drafting employment contracts, and assisting in trainee orientation and blood donation events. Challenges faced during the internship included limited access to work devices, restricted involvement in recruitment and payroll processes, and coordination issues across departments. These were addressed through active communication, time adjustments, and taking personal initiative. This internship offered practical understanding of HR operations in a hotel setting while enhancing attention to detail, communication, and workplace discipline. As suggestions, the company is expected to improve facility access and provide interns with broader involvement in HR processes. The university is encouraged to enhance technical and professional readiness training prior to internships. Students are advised to be proactive, detail-oriented, and adaptive in order to maximize the benefits of real-world professional experience.

Keywords: *Internship, Human Resources, Human Capital, Hospitality Industry*