

ABSTRACT

This internship report is based on practical work experience at Hotel Le Meridien Jakarta in the Housekeeping Department, specifically in the Public Area and Laundry Section. The Public Area division is responsible for maintaining cleanliness, comfort, and aesthetics in all public hotel spaces such as the lobby, corridors, public restrooms, and other shared areas used by guests. Meanwhile, the Laundry Section handles the washing, drying, ironing, and distribution of hotel linens and guests garments. During the internship period, the writer learned about work procedures, proper use of cleaning tools and chemicals, service standards, and operational challenges within both sections. This internship experience provided valuable insights into the importance of attention to detail, and maintaining high hygiene standards to support the professional image of Le Meridien Jakarta as a five star hotel

Keywords: Internship, Housekeeping, Public Area, Laundry Section, Operational Standards