

## ABSTRACT

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*The industrial work practice program is mandatory for Telkom University. This is a means for students to develop insight and add experience in the real world of work. With the Real Work Practice, students can apply the theory gained on campus and then apply it according to the way of working in an industry. Thanks to this program, the standard of living can be increased and the quality of human resources will be of a better level, thereby raising the community's economy. It is an honor for the writer to be able to join the big family of The Westin Jakarta hotel. While undergoing training (or more often referred to as Internship) at The Westin Jakarta, the author is required to be able to follow the exact same workflow as that of the Staffs and Leaders as an effort to implement standard operational work procedures that apply at the hotel. After looking at the existing background, the authors identify and formulate the problems contained in this report in accordance with the standard operating procedures at The Westin Hotel Jakarta.*

*Keywords : The Westin Jakarta, On The Job Training*