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UMN

ACADEMIC AND CURRICULUM
GUIDE BOOK
HOTEL OPERATIONS PROGRAM

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FOREWORD FROM RECTOR

Selamat datang pemuda-pemudi pemilik masa depan!

Di masa lalu, masyarakat belum begitu memahami bahwa sesungguhnya pendidikan adalah sebuah investasi. Para orang tua zaman dulu menyekolahkan anak-anaknya hanya supaya pintar, mendapat ijazah, dan akhirnya dapat memperoleh pekerjaan sebagai sumber nafkahnya dikemudian hari. Demikian pula pembiayaan pendidikan pada zaman dahulu tidak terlalu bermacam-macam. Orang tua cukup membayar uang sekolah tiap bulan.

Seiring dengan perkembangan zaman, semakin terasa adanya tingkat persaingan yang keras dalam hal kualitas sumber daya manusia. Para orang tua dituntut untuk mendapatkan sekolah yang baik, yang dapat menghasilkan lulusan bermutu.

Pendidikan adalah tanggung jawab pemerintah di satu sisi, dan tanggung jawab masyarakat di sisi yang lain. Ketika anggaran pemerintah untuk pendidikan tidak dapat memenuhi porsi sebagaimana yang diharapkan, masyarakat harus berpartisipasi dalam pembiayaan pendidikan.

Akhir-akhir ini, masyarakat sudah memahami bahwa pendidikan adalah investasi. Oleh sebab itu, para orang tua murid dari kalangan mampu bersedia membayar mahal untuk pendidikan berkualitas baik. Dengan memilih pendidikan tinggi yang baik, diharapkan para lulusan akan memiliki keahlian yang tinggi, sesuai dengan perkembangan zaman, serta mampu mengikuti kemajuan ilmu dan teknologi. Selain itu, pendidikan yang baik akan memberikan keuntungan berupa:

- tidak menyia-nyiakan umur atau usia sehingga seorang anak dapat meniti karier dalam usia muda;
- memiliki keahlian yang sesuai dengan kebutuhan zamannya;
- sebagai sumber daya manusia, memiliki kualitas yang unggul;
- memiliki peluang pengembangan diri yang seluas-luasnya.

Pendidikan yang baik adalah pendidikan yang dilaksanakan oleh lembaga pendidikan yang terpercaya, dan dikelola oleh tenaga ahli yang penuh dedikasi, serta bertanggung jawab terhadap kualitas lulusan. Universitas Multimedia Nusantara (UMN) merupakan lembaga pendidikan tinggi yang diprakarsai dan dikelola oleh orang-orang yang kompeten, yang bekerja bukan terutama untuk mengejar uang, melainkan mengabdi untuk pencerahan kemanusiaan.

Buku Panduan Akademik Universitas Multimedia Nusantara ini disusun sebagai pedoman bagi segenap warga Sivitas Akademika UMN dalam melaksanakan kegiatan pendidikan UMN sehingga tercapai penyelenggaraan pendidikan yang efisien dan efektif.

UMN merupakan universitas yang berorientasi kepada pendidikan yang menyenangkan, dengan tujuan menghasilkan insan-insan yang kreatif dan inovatif, yang selanjutnya akan berkarier sebagai technopreneur, akademisi ataupun profesional.

Dalam perkembangan, buku panduan ini mungkin saja untuk direvisi agar dapat memenuhi kebutuhan Sivitas Akademika dan sesuai dengan perkembangan UMN. Selamat meraih masa depan yang gemilang bersama UMN.

Tangerang, Juli 2020

Rektor UMN,

Dr. Ninok Leksono, M.A.

FOREWORD FROM HOTEL OPERATIONS DEPARTMENT

Congratulations to the new students who have been admitted to Hotel Operations Program – Universitas Multimedia Nusantara. We hope you will read this book thoroughly as it will be your best friend throughout your study in this campus.

This Practical Guide Book for Academic and Curriculum objective is to guide you, the new students, who enroll in Hotel Operations Program – Universitas Multimedia Nusantara, to adapt well in the new campus life. The content of this book will be socialized during the Orientation Day by the Department Head. To optimize the usage, this Practical Guide Book is divided into six parts including:

The University – gives the background information of Universitas Multimedia Nusantara, including the historical background, the logo description, the academic culture, the organizational culture, and structural position.

Profile – gives the background information of the Hotel Operations Department, vision and mission of the program, focus studies, graduate competence, career prospects, and partnership.

Facilities – gives the information of laboratories, rules and regulation, and other inquiries.

Student Development – gives the information of the orientation program before the lecture starts, attitude and grooming, PASS system, academic advisory, industrial placement, final project, student body, and annual events.

Course Syllabus – gives the information of the course distribution and course description.

Partnerships – gives the information about the partnership from the other academic institutions, hospitality industries, and associations.

All in all, we hope you enjoy and study a lot during your time in Hotel Operations Program. Dream high and work hard to achieve it. Good luck!

Tangerang, July 2020

Hotel Operations Department
UNIVERSITAS MULTIMEDIA NUSANTARA

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CHAPTER I

INTRODUCTION

A. Background

With a population of more than 200 million, Indonesia is a huge potential market which can create rapid economic growth when its potentials are explored for the people's prosperity and benefits. However, some potentials have not been optimally explored and developed. Therefore, it is necessary to educate the people who are capable and have a creative entrepreneurial spirit that can create a unique business activity. With the capabilities, entrepreneurs can create business activities needed by the community and absorb labors.

With this in mind, Kompas Gramedia was called to develop capable human resources by establishing higher education institution named "Universitas Multimedia Nusantara". This institution is expected to produce graduates who are highly competent in their skills, have a good work ethics, and have a high entrepreneurial spirit. These graduates are expected to create jobs, not to look for jobs.

B. Logo

Universitas Multimedia Nusantara (UMN) was made based on the proclaimed vision and mission. The meanings of the logo are:

1. The globe symbolizes:
   a. The aspiring existence of UMN; to be a university with international credibility.
   b. UMN is a global university without any orientation to a certain group, religion, or ideology.
   c. UMN students are young people from all over the world with various backgrounds.
2. White boxes symbolize the progress of communication and information technology that play roles in:
   a. Converging of various fields of life in this world which are all connected in a sophisticated manner.
   b. Bringing together the diversity of community which are interconnected with good communication to form harmonious world.
3. The opened box symbolizes that UMN, humans, and all aspects of life, ideally have an openness to continue develop and surpass themselves towards unlimited goals with the assistance of ICT.
4. Blue color symbolizes the technology, especially the information and communication technology (ICT).

C. Academic Culture

1. Learning, Research, and Practice

   The teaching and learning process organized by UMN rests on experience-based learning methods. The teaching staff share their experiences as professional practitioners in the fields that students will be involved in. This learning method is carried out through various practices, researches, role plays, and theory mastery. Now UMN has Diploma Program, Bachelor Program, and Master Program.

2. Technopreneurship

   UMN provides a variety of study program to assist students to become future leaders who have technopreneur spirit. For that purpose, UMN prepares students early by holding personality development courses that can improve intelligence and basic skills, especially in foreign language, application usage, and technology-based entrepreneurial skills (technopreneurship).
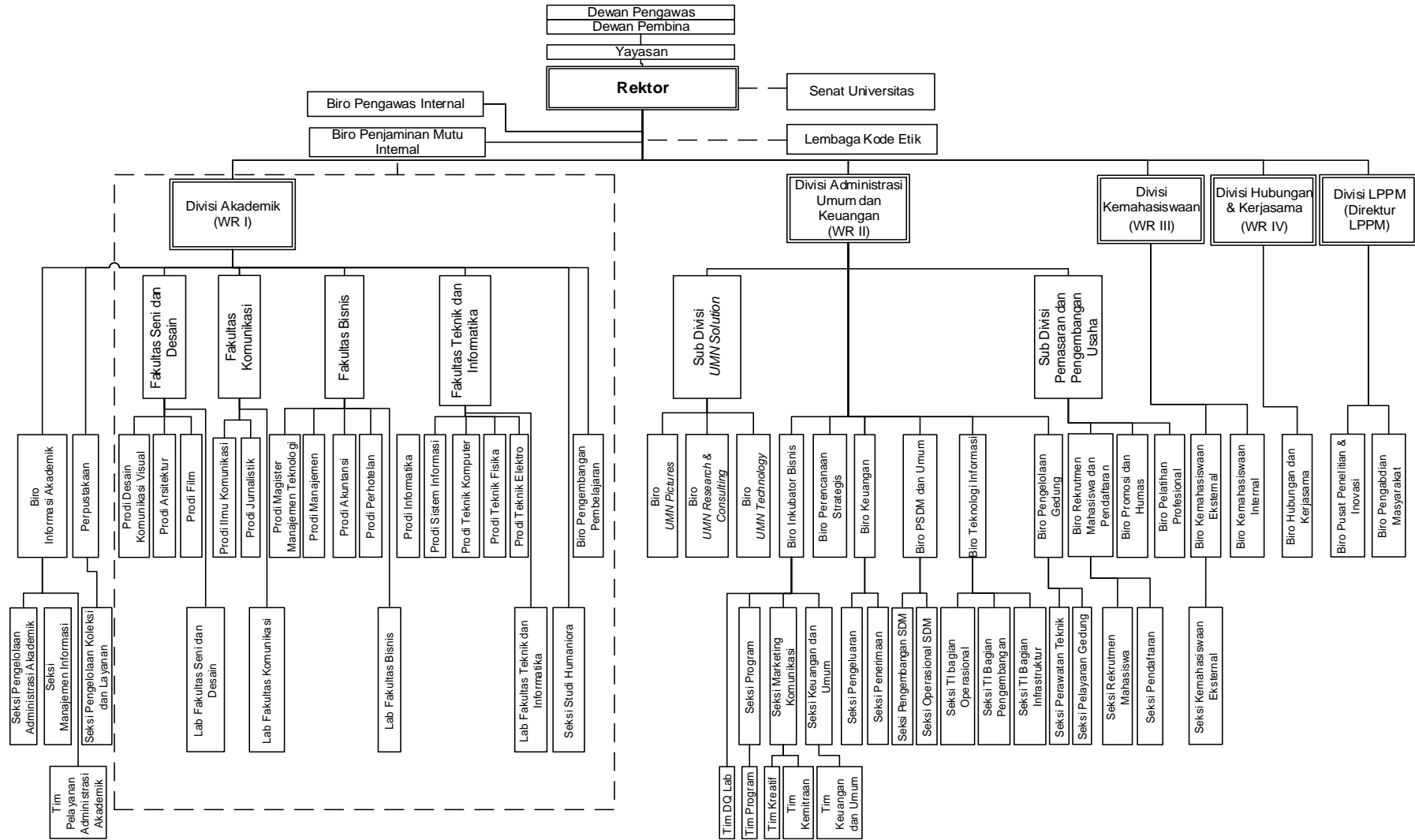
D. Credo

1. We believe that God grants reason to mankind to seek truth, goodness, and beauty. Therefore, we will uphold science, ethics, and aesthetics.
2. We believe that mutual respect is the foundation of a harmonious life. Therefore, we respect all people, both in and outside UMN Academic Community, regardless of any aspects.
3. We believe that honesty is the basic capital to progress in life. Therefore, we are always honest in our thoughts, words, and deeds; both in academic and real work among community.
4. We believe that the most effective learning is in a pleasant atmosphere. Therefore, we. The managers, the lecturers, the assistants, the students, and all administrative employees, create a pleasant learning atmosphere.
5. We believe that creativity is an opening opportunity for the advancement of humanity. Therefore, we encourage creativity in all fields, both for innovation and the development of science and technology.
6. We believe that everyone carries responsibility, both individually and socially. Therefore, we always devote our work responsibly.
7. We believe that no one is perfect. Therefore, we build teamwork and networks, both local and global levels.

E. Organizational Structure

STRUKTUR ORGANISASI
UNIVERSITAS MULTIMEDIA NUSANTARA

Lampiran 1:
SK No. : 200/SK-R/VII-2019

- Dewan Pengawas
- Dewan Pembina
- Yayasan
- **Rektor**
- Senat Universitas
- Biro Pengawas Internal
- Biro Penjaminan Mutu Internal
- Lembaga Kode Etik

Divisi Akademik (WR I)
- Biro Informasi Akademik
  - Seksi Pengelolaan Administrasi Akademik
  - Seksi Manajemen Informasi
  - Tim Pelayanan Administrasi Akademik
- Perpustakaan
  - Seksi Pengelolaan Koleksi dan Layanan
- Fakultas Seni dan Desain
  - Prodi Desain Komunikasi Visual
  - Prodi Arsitektur
  - Prodi Film
  - Lab Fakultas Seni dan Desain
- Fakultas Komunikasi
  - Prodi Ilmu Komunikasi
  - Prodi Jurnalistik
  - Lab Fakultas Komunikasi
- Fakultas Bisnis
  - Prodi Magister Manajemen Teknologi
  - Prodi Manajemen
  - Prodi Akuntansi
  - Prodi Perhotelan
  - Lab Fakultas Bisnis
- Fakultas Teknik dan Informatika
  - Prodi Informatika
  - Prodi Sistem Informasi
  - Prodi Teknik Komputer
  - Prodi Teknik Fisika
  - Prodi Teknik Elektro
  - Lab Fakultas Teknik dan Informatika
- Biro Pengembangan Pembelajaran
  - Seksi Studi Humaniora

Divisi Administrasi Umum dan Keuangan (WR II)
- Sub Divisi *UMN Solution*
  - Biro *UMN Pictures*
  - Biro *UMN Research & Consulting*
  - Biro *UMN Technology*
    - Tim DQ Lab
    - Tim Program
    - Tim Kreatif
    - Tim Kemitraan
    - Tim Keuangan dan Umum
  - Biro Inkubator Bisnis
    - Seksi Program
    - Seksi Marketing Komunikasi
    - Seksi Keuangan dan Umum
  - Biro Perencanaan Strategis
  - Biro Keuangan
    - Seksi Pengeluaran
    - Seksi Penerimaan
  - Biro PSDM dan Umum
    - Seksi Pengembangan SDM
    - Seksi Operasional SDM
  - Biro Teknologi Informasi
    - Seksi TI bagian Operasional
    - Seksi TI Bagian Pengembangan
    - Seksi TI Bagian Infrastruktur
- Sub Divisi Pemasaran dan Pengembangan Usaha
  - Biro Pengelolaan Gedung
    - Seksi Perawatan Teknik
    - Seksi Pelayanan Gedung
  - Biro Rekrutmen Mahasiswa dan Pendaftaran
    - Seksi Rekrutmen Mahasiswa
    - Seksi Pendaftaran
  - Biro Promosi dan Humas
  - Biro Pelatihan Profesional
  - Biro Kemahasiswaan Eksternal
    - Seksi Kemahasiswaan Eksternal

Divisi Kemahasiswaan (WR III)
- Biro Kemahasiswaan Internal

Divisi Hubungan & Kerjasama (WR IV)
- Biro Hubungan dan Kerjasama

Divisi LPPM (Direktur LPPM)
- Biro Pusat Penelitian & Inovasi
- Biro Pengabdian Masyarakat

F. Structural Positions

Founder   : Dr. (HC) Jacob Oetama
Chairman   : Ir. Teddy Surianto
Rector   : Dr. Ninok Leksono, M.A.
Vice Rector I   : Friska Natalia, S.Kom.,M.T., Ph.D.
Vice Rector II   : Ir. Andrey Andoko, M.Sc.
Vice Rector III : Ika Yanuarti, SE., M.S.F.CSA
Vice Rector IV   : Prof. Dr. Muliawati G. Siswanto, M.Eng.Sc
Director of LPPM: Dr. P.M. Winarno, M.Kom.
Dean of Engineering and Informatics : Friska Natalia, S.Kom.,M.T., Ph.D.
Dean of Business Faculty   : Dr. Budi Susanto, MM.
Dean of Arts and Design   : Muhammad Cahya Mulya Daulay, S.Sn., M.Ds
Informatics Department   : Nunik Afriliana S.Kom. M.M.S.I.
Computer Engineering Department   : Samuel, M.T.I.
Information System Department   : Ririn Ikana Desanti, S.Kom., M.Kom.
Physics Engineering Department   : Muhammad Salehuddin, S.T., M.T.
Electrical Engineering Department   : Ahmad Syahril Muharom, S.Pd., M.T.
Accounting Department   : Stefanus Ariyanto, S.E., M.Ak., CPSAK
Management Department   : Dr. Mohammad Annas, S.Tr.Par., M.M., CSCP
Hotel Operations Department   : Oqke Prawira, S.ST, M.Si.Par.
Journalistic Department   : Fransiscus Xaverius Lilik Dwi Mardjianto, S.S., M.A.
Strategic Communication Dept.   : Inco Hary Perdana, S.I.Kom., M.Si.
Communication Science Online Learning: Helga Liliani Cakra Dewi, S.I.Kom., M.Comm.
Visual Communication Design Dept.   : Mohammad Rizaldi, S.T., M.Ds.
Architecture Department   : Hendrico Firzandy L., S.T., M.Ars.
Film Department   : Kus Sudarsono, S.E., M.Sn.
Magister of Management Technology: Dr. Florentina Kurniasari T., S.Sos., MBM.
Academic Information Department   : Triananda Fajar Satriawan, S.AP., M.H.
Internal Student Affairs Department : Citrandika Krisandua Okta Selarosa, S.Pd., M.A
Finance Department   : Drs. I Made Gede Sutedja
Human Resource Department   : Dessy Novita Lengkey, P.Si.
IT Department   : Dwi Kristiawan, S.Kom., M.M.S.I.
Marketing Department   : Arief Setiadi Hernawa, S.T.
Office of Education Quality Assurance: Stefanus Bambang Widiatnolo, S.T.
Library   : Orisa Mahardini, S.Sos.
Learning Center   : Riatun, S.Sos., M.Ikom.

CHAPTER II

HOTEL OPERATIONS DEPARTMENT

A. Faculty of Business

Hotel Operations Department is run under the Faculty of Business in Universitas Multimedia Nusantara.

Vision:

Menjadi Fakultas Bisnis unggulan yang menghasilkan lulusan berwawasan internasional yang kompeten di bidang Manajemen, Akuntansi, Perhotelan, dan Magister Manajemen Teknologi berbasis Information and Communication Technology (ICT), berjiwa wirausaha dan berbudi pekerti luhur.

> Being a distinguished faculty that produces professional graduates with international insights who are competent in Management, Accounting, Hotel Operations, and Magister Management Technology, based on Information and Communication Technology (CT), have entrepreneur spirit and a noble personality.

Mission:

1. Menyelenggarakan proses pembelajaran berkualitas yang didukung tenaga pengajar yang profesional dan kurikulum yang up to date dan link and match dengan dunia usaha.
2. Melaksanakan program penelitian di bidang ekonomi berbasis ICT yang memberikan kontribusi bagi pengembangan manajemen, akuntansi, perhotelan dan magister manajemen teknologi.
3. Memanfaatkan ilmu manajemen, akuntansi, perhotelan, dan magister manajemen teknologi dalam rangka melaksanakan pengabdian kepada masyarakat.

> 1. Organizing a qualified learning process supported by professional lecturers and up-to-date curriculum which linked and matched with industry.
> 2. Conducting research program in ICT-based economic field that contributes to the development of management, accounting, hotel operations, and magister management technology.
> 3. Utilizing knowledge of management, accounting, hotel operations, and magister management technology to carry out community service.

B. Background

Universitas Multimedia Nusantara is well-known for its state-of-the art architecture and technology used in its facilities throughout the region. With its focus to pursue Information Communication Technology (ICT), the university has developed rapidly and taught more than 8000 students yearly.

Under Kompas Group, Universitas Multimedia Nusantara is the sister company of Santika Hotel Group. Thus, the campus sees an opportunity to stimulates hotel industry through ICT. If people in the past did transactions by face-to-face meeting, internet makes everything different now.

Hoteliers are also benefited in this era. There are so many shortened and simplified standards due to the use of technology.

Universitas Multimedia Nusantara then established Hotel Operations Program in 2017 with its first batch. The idea of establishing Hotel Operations Program comes from CEO of Kompas Gramedia who wants to fulfill the vocational resources for hospitality industry, so in the future Indonesia will have competent resources with expertise in hospitality industry and flexible to changes related to Information Communication Technology and Internet of Things.

This program combines basic theory with real-world practice to give students a thorough overview of different areas in hospitality, by providing academic education together with vocational core competency training. It also enables the students to obtain the necessary knowledge for entrepreneurial ideas so they have possibility to open employment for other people.

C. Vision & Mission

Vision:

Menjadi Program Studi Perhotelan (Diploma Tiga) unggulan yang menghasilkan lulusan professional berdaya saing nasional dan internasional, memiliki keunggulan unik di bidang wirausaha dan ICT, serta memiliki budi pekerti yang luhur.

> Being a distinguished Hotel Operations Program (Advance Diploma) that produces professional graduates with national and international competitiveness, unique capability in entrepreneurship and ICT, and have a noble personality.

Mission:

1. *Menyelenggarakan proses pembelajaran yang didukung tenaga pengajar yang berkualitas dan kurikulum yang up to date dan link and match dengan dunia industri perhotelan.*
2. *Melaksanakan program penelitian yang memberikan kontribusi bagi pengembangan dunia perhotelan.*
3. *Memanfaatkan ilmu dan keahlian vokasi perhotelan dalam rangka melaksanakan pengabdian kepada masyarakat.*

> 1. Organizing a learning process supported by qualified lecturers and an up-to-date curriculum which linked and matched with hospitality industry.
> 2. Conducting research programs that contribute to the development of the hospitality industry.
> 3. Utilizing hospitality skills and knowledge to carry out community service.

D. Focus Studies

Hotel Operations Program has four core subjects to be accomplished by the students:

1. Front Office Operation

   It compiles the knowledge and skills needed in Front Office Department, which include reservation, check-in, check-out, payment, room service, concierge, operator, and hotel administration.

2. Housekeeping and Laundry Operation

   It compiles the knowledge and skills needed in Housekeeping Department, which includes linen, room, par stock, hygiene and sanitation, tools, equipment, and chemicals used to maintain the hotel's facilities.

3. Food Production and Pastry & Bakery Production

   It compiles the knowledge and skills needed in food production, which include pastry and bakery, food styling, cake decoration, cost control, purchasing, menu planning, safety and hygiene, and food display.

4. Food and Beverage Service Operation

   It compiles the knowledge and skills needed in food and beverage service, which include bartending, introduction to aperitifs and wine, table set-up, and products upselling.

E. Graduate Competence

The main competencies are divided into three parts based on the curriculum frame:

1. Room Division
   a. Conduct the technical operation in Room Division;
   b. Use information technology in Room Division;
   c. Conduct the procedure of room sales;
   d. Able to operate phone calls in Front Office;
   e. Conduct service based on SOP in Front Office;
   f. Conduct the procedure of guest room preparation;
   g. Conduct the procedure of linen handling and guest laundry.

2. Food and Beverage Service
   a. Conduct the technical operation in Food and Beverage Service;
   b. Plan, organize and serve food and beverage in various forms of service;
   c. Implement the principles of the organization and F&B Management;
   d. Manage event;
   e. Analyze and control the F&B and operational cost;
   f. Use information technology in F&B Service Department;
   g. Implement the hygiene, sanitation, and work safety;
   h. Able to become an entrepreneur and create job opportunities in F&B sector.

3. Food and Beverage Production
   a. Able to prepare and make sandwich, salads, appetizers, soups, and various types of sauces;
   b. Able to prepare and cook poultry, seafood, meat, and various side dishes and desserts by applying cooking method in standard recipes;

c. Able to make various types of dishes according to market needs;

d. Able to make various types of popular Asian dishes, such as Indonesian cuisine, Japanese cuisine, Chinese cuisine, and Thai cuisine;

e. Able to make various pastries and cakes based on standard recipes;

f. Able to make breads and other products using yeast based on standard recipes;

g. Able to make chocolate-based products;

h. Able to present pastry culinary arts;

i. Plan, arrange, and organize menu, as well as calculate and control the food cost from the kitchen operation;

j. Manage and store various types of food based on the standard food processing techniques;

k. Receive, store, and manage food supplies needed for kitchen operations;

l. Conduct the procedure of hygiene, sanitation, and work safety on working areas and equipment that are used before, during, after the work activities;

m. Manage food service operation properly and correctly;

n. Understand the workflow and layout of commercial kitchen;

o. Process digital document using data processing software related to F&B procurement and purchasing.

Meanwhile the supporting competences are:

1. Implement Global Code of Ethic of Tourism in hospitality industry;
2. Implement Kompas Group's 5C (Caring, Credible, Competent, Competitive, and Customer Delight);
3. Have a good communication skill, as well as presentation skill;
4. Able to use English effectively in supervisory level and French in beginner level;
5. Have an entrepreneur's mindset, be susceptible to business opportunities, and able to integrate them with the provided resources (knowledge and experience) to improve networks;
6. Commit to do personal development and improve competence;
7. Able to adapt well in working environment and society;
8. Update ICT knowledge related to hospitality industry and implement it at work.

F. Career Prospect

Based on the curriculum, the career prospect involved solely in operational will only offer jobs as:

1. Front Office Supervisor
2. Floor Supervisor
3. Housekeeping Supervisor
4. Room Inspector
5. Laundry Supervisor
6. Food & Beverages Supervisor
7. Waiter/s
8. Bartender
9. Commis

10. Demi chef de partie

However, along with the growth of technology and internet, Hotel Operations Program believes the curriculum also open wider career path according to the main competencies, such as:

Front Office	Housekeeping	F&B Service
Receptionist	Housekeeper	Barista
Front Desk Agent	Room Boy	Bartender
GRO	Butler	Sommelier
Operator	Laundry	Trainer/Instructor
Concierge	Trainer/Instructor	Consultant
Bell boy	Consultant	
Secretary		
Trainer/Instructor		
Consultant		

F&B Production	Managerial
Celebrity chef	Entrepreneur
Patissier	Purchasing staff
Food Stylist	Procurement staff
Food Photographer	Marketing staff
Cuisine journalist	Sales staff
Food Reviewer	PR staff
Gourmet	Finance Staff
Trainer/Instructor	Human Resource Staff
Consultant	Consultant

CHAPTER III

FACILITIES

A. Laboratories

The labs in Hotel Operations aims to:

1. Provide facilities of various relevant courses in Hotel Operation Department.
2. Organize training and skills development in hotel operation by utilizing matching technology with industry to enhance qualified vocational skills.

Practicum laboratories in Hotel Operations Program are located in Tower D, 3rd floor. The laboratories are commonly used for university activities, regular practicum classes, course assignments, campus media activities, student affairs activities, or other campus official activities. These labs include:

Lab	Functions
Front Office	Provides facilities for Front Office Operation 1 (HO111) and Front Office Operation 2 (HO211).
Housekeeping	Provides facilities for Housekeeping Operation 1 (HO121) and Housekeeping Operation 2 (HO222).
Laundry	Provides facilities for Laundry Operation (HO223).
Restaurant & Bar	Provides facilities for Food and Beverage Service Operation 1 (HO431) and Food and Beverage Service Operation 2 (HO531).
Kitchen	Provides facilities for Food Production 1 (HO441) and Food Production 2 (HO541).
Pastry & Bakery	Provides facilities for Pastry and Bakery Operation (HO442) and Food Styling (HO542).
Computer	Provides facilities for Front Office Operation 1 (HO111), Front Office Operation 2 (HO211), online mid-tests and final exams.

Other facilities provided by the campus to support the lecture activities in Hotel Operations Program are:

1. Uniforms

    Used for daily activities in campus, both theory and practicum classes.

2. Classes;

    Used for daily activities in campus especially in theory classes.

3. Modules;

    Used as reading text and practice book for both theory and practicum classes.

4. Computer labs;

    Used for assisting particular courses such as Front Office Operation 1 (HO111), Front Office Operation 2 (HO211), Professional English 1 and Professional English 2. Lecturers may also use the labs for E-learning activities.

5. Wi-fi Connection;
   Used for assisting students in connecting to internet.
6. My UMN;
   Used for assisting students in filling course credits online(KRS), checking attendance, checking grades, and conducting payment.
7. E-Learning;
   Used for downloading and uploading teaching materials, assignments, and tests.
8. Function Hall, Lecture Hall, Lecture Theater, Executive Lounge, Student Lounge;
   Used for seminar and other events.
9. Library;
   Used for looking for book/journal reference, borrowing and returning books, or meetings.
10. Business incubator "Skystar Venture";
    Used for assisting particular courses such as Business Management and Entrepreneurship (HO553).
11. Collaborative Classroom;
    Used for assisting particular courses such as Business Management and Entrepreneurship (HO553).
12. Canteen;
    Used for students and staff to have their dining in the campus.
13. Medic Room;
    Used for students and staff to get their first aid for accident and illness.
14. U-Mart;
    Provide students to buy books and UMN Merchandise.
15. U-Store;
    A convenient store provides with snacks and other groceries.
16. U-Print
    Provide students with printing, copy, and design service.
17. Stationery Store
    Provide students to buy stationery and design tools.
18. Tokopedia Corner
    Provide students with free delivery service when using Tokopedia for any purchase.
19. Shoe Cleaning Service
    The shoe cleaning service can be found between the canteen and U-Mart.
20. Helmet Cleaning Service
    The helmet cleaning service can be found in the basement around the motorcycle parking area.
21. Banks and ATM (BRI and BCA)
22. Indoor and outdoor courts
    Indoor court which is located on the 23rd floor of Building D, is commonly used for futsal training, while outdoor court can be used fo basketball training.
23. Spacious Parking lot
24. Gardens

B. Rules and Regulation

Below are rules and regulation that must be complied when using labs in Hotel Operations area:

1. Users

   The users of Hotel Operations laboratories are the entire UMN students and staff whose permission have been approved by Department Head of Hotel Operations Program.

2. Procedures

   No students are allowed to enter any facilities, such as labs and Lecturer's Office without permission. If there is no lecturer or admin staff available, it is strictly prohibited for students to enter the Lecturer's Office.

   To use the labs or classes non-academically in Hotel Operations Department area, students or staff should fill in the required form which can be obtained in Building Management office or Hotel Operations Department. This form must be signed by Manager of Building Management and Head Department of Hotel Operations.

   The form has three sheets. One should be hold by the event organizer, one to the building management, and the other to Hotel Operations Department.

   It is illegal to use the labs or classes (and any facilities included inside) in Hotel Operations area without any approval evidence. For those caught using the area without approval evidence, they will be reported to DEM (Dewan Etik Mahasiswa/ Student Ethics Board) and sanctions will be given after the hearing.

3. Operating hours

   All facilities in Hotel Operations Department can be functioned well from 08.00 to 17.00. Before 08.00 and after 17.00, no air condition functions and all facilities in Hotel Operations Department Area will be closed for public.

4. Obligations

   a. Lab users must read and comply the rules and regulation posted in every lab.

   b. Lab users must take care of the hygiene and cleanliness of the area.

   c. Lab users must be well-behaved and be careful when using the labs and the facilities.

   d. Lab users are required to return all facilities used to their original location, tidy and clean them up after use.

   e. Lab users are prohibited from smoking, eating, or drinking in Hotel Operations labs.

   f. Lab users are to place bags, gadgets, and other luggage in the lockers provided.

   g. All students of Hotel Operations are required to be well-groomed and wear precise uniform when using the labs.

   h. During the practicum test, students are permitted to bring their own equipment and ingredients with their own risks and responsibilities.

   i. Only those who are willing to comply with these rules are permitted to use UMN Hotel Operations laboratories.

Sanctions will be given by students who misuse the facilities in Hotel Operations Department, such as:

1. Damaged or Lost items

   If key cabinets, or any facilities lost or damaged because of the carelessness or negligence during the usage in Hotel Operations Department area, users are fully responsible to fill an incident report and replace the same item.

   For key lockers, students are obliged to pay for Rp 50.000,- when the key is lost or damaged.

   For non-Hotel Operations students, besides replacing the same lost or damaged item, they will be blacklisted and prohibited to use any Hotel Operations labs and facilities for an indefinite period.

2. Data Forgery and misuse of equipment

   Students of Hotel Operations program who provide incorrect information in the permission form and misuse the equipment and facilities which are not stated in the permission form will result in the deduction of PASS score and receive detention.

   Meanwhile, for non- Hotel Operations students, they will be blacklisted and prohibited to use any Hotel Operations labs and facilities for indefinite period.

3. Others

   Hotel Operations Department has the right to take any actions for protecting the assets and facilities from abuse, violation, and dangers. Under certain condition, Lab coordinator or the Department Head has the right to cancel and or withdraw the lab and equipment permit that will be or is being used by the borrower.

CHAPTER IV

STUDENT DEVELOPMENT

To ensure students graduates on time, it is suggested that they must maintain to perform well in campus activities, follow the rules and regulation, and participate actively in classes. All code of conducts written is derived from **Keputusan Rektor No. 092/SK-R/VII/2016 tentang Panduan Akademik Universitas Multimedia Nusantara tahun 2016-2017** which is attached in this guidebook. Here are the regulations that must be kept in check along the study in Hotel Operations program:

A. Orientation

All students of Hotel Operations Program must attend the New Student Orientation (KONTEN PRODI) arranged by the university and Himpunan Mahasiswa Perhotelan (HMP-Student Board of Hotel Operations). After the participation, the students will receive certificate as a proof for the attendance. This certificate is one of the requirements to participate in Final Project and graduation.

B. Attitude & Grooming
1. Students must respect customs, ethics, and norms by:
   a. Maintaining a good reputation of Hotel Operations Department – Universitas Multimedia Nusantara, both inside and outside campus.
   b. Not drunk or under influence of illegal drugs in campus area.
   c. Not overly displaying affection in public (PDA).
2. Students must maintain cleanliness and tidiness of the campus environment by:
   a. Not littering campus area.
   b. Not doodling or making graffiti in campus facilities, furniture, and equipment.
   c. Not damaging campus facilities, furniture, and equipment.
   d. Not smoking in campus area.
   e. Not eating and drinking in classes and labs.
3. Students must maintain Personal Hygiene by:
   a. Shower twice, daily.
   b. Use deodorant or perfume fairly. The scent should not linger after leaving.
   c. Shave or remove facial hair daily for male students.
   d. Shave legs and underarms for female students.
   e. Brush teeth periodically during shower, after each meal and after having some cigarettes. Use mouth freshener if necessary.
   f. Maintain health by checking up to a doctor periodically.
   g. Wash hands after each activity, especially after going to the toilet, before and after each meal and cigarettes, and before going back to our activities. Washing hands is also very important before students handle any foods.

4. Students must maintain courtesy and grooming by maintaining these requirements:
   a. Uniform
      1) Students must wear complete uniform when entering campus, especially in Hotel Operations Department area which include labs and office of Hotel Operations.
      2) For all theory classes including general subjects (MKDU), mid-test, final test, Front Office practicum classes, and other formal events:

         Male: plain white undergarments (not singlets), plain white formal shirts, almamater suits, uniformed long navy blue pants (not tights), black belts with small heads, long black socks, plain black loafers/pantofel (no accessories), tie, name tag.

         Female: plain/pastel colored undergarments, plain white formal shirt, almamater suits, navy blue knee-length skirt, black belt with small head, black stocking (not legging), plain black pantofel (no accessories) with 3 cm heels, tie, name tag. For female with long hair, hair should use hair net.

         *) For students with hijab, please use navy blue long skirt and plain black/navy blue hijab.

      3) Housekeeping practicum classes:

         Male: plain white undergarments (not singlets, housekeeping uniform, loose black pants (long, not skinny), name tags, black flat shoes (sneakers without lace/strap), long black socks.

         Female: plain white/black camisole, housekeeping tops, loose black pants (long, not skinny), name tags, black flat shoes (sneakers without lace/strap), long black socks. For female with long hair, hair should use hair net.

         *) For students with hijab, please use plain black hijab.

      4) F&B Service Operation practicum classes:

         Male: plain white undergarments (not singlets), plain white formal shirts, vest, uniformed long navy blue pants (not tights), black belts with small heads, long black socks, plain black loafers/pantofel (no accessories), tie, name tag.

         Female: plain white formal shirt, navy blue knee-length skirt, vest, black belt with small head, black stocking (not legging), plain black pantofel (no accessories) with 3 cm heels, tie, name tag. For female with long hair, hair should use hair net.

         *) For students with hijab, please use navy blue long skirt and plain black/navy blue hijab.

      5) Food Production, Pastry-Bakery Production, and Food Styling practicum classes:

         Plain white undergarments, chef jackets, black pants, white apron, chef cap, 2 (two) towel cloth, black safety shoes, long black socks. For female, hair should be net/tied/bun.

         *) For students with hijab, please use a plain white hijab.

   b. Hair
      1. Male: hair is not painted, bangs do not exceed the eyebrows, hair length is two cm above the collar, one cm above the ears, no mustache, no beard, neat haircut, using gel/pomade/foam.

2. Female: hair is not painted, neat hair style. For practicum classes, the hair is tied, bun, net for students who have long hair.
3. Haircut must always be properly maintained in a neat condition.
4. Shampoo at least once every couple of days and most importantly, keep natural hair color.
5. Utilization of hair wig or hair extension is not allowed.
6. No hair-doing when the class starts, do it before the class.
7. Hair bangs must be kept above eye-brows, no hair covering eyes.
8. Hair accessories must be kept simple and black in color.

c. Nails
1. Nail longer than the fingertips are not permitted.
2. Artificial nails and nail arts are not permitted.
3. Only clear or natural nail polish is permitted.
4. Only clean, trimmed and well-manicured finger nails are allowed.

d. Shoes, socks, and hosiery
1. Simple plain black socks and hosieries.
2. Plain black lace style or plain black slip on style shoes with low heels.
3. Non-slip sole to avoid injury.
4. No sandals, open toed or strap shoes are permitted.
5. Well-polished shoes at all time.

e. Belt
Only plain simple black leather belts with a small head belt are allowed.

f. Make up
1. All students must take care of their skin care, avoid oily foods and be careful with the allergies.
2. Female students should use natural and bright colored make ups, earth and natural color is highly recommended.
3. Female students are not using dark lipstick or excessive make up, present a polished, professional, five-star image.
4. All students must look natural, be well applied, with no garish colors.

g. Jewelry
1. Wedding & engagement ring is permitted.
2. One additional regular ring also permitted.
3. Earings are permitted but not more than one in each ear.
4. Simple in model.
5. Plain, no stone/ diamond/ other additional material.
6. Gold, silver, or its combination color only.
7. Large bulky rings & rows of rings on each hand are not permitted.
8. Toe rings are not permitted.

h. Teeth Braces
Only clear and silver braces are allowed.

i. Eye Glasses and Contact Lenses
Only plain simple black, brown or silver framed eyeglasses with clear lens are permitted, as well as only clear contact lenses are too.

j. Tattoo and Piercing
Visible body piercing and tattoo are not permitted. Face or tongue or other visible body piercings must be removed while students are in campus area.

C. PASS

PASS stands for Professional Attitude Scoring System. It is used to grade the students' attitude in campus environment. The grading will be based on three aspects which include academic and behavioral skills, professional grooming, and community skills.

All students have zero score at the beginning of each course. Throughout the week, the lectures will fill in the PASS grading in the application. Students will have minimum score 0 (zero) and maximum score 100 (one hundred).

In every Hotel Operations course, PASS will take 10% of the total final score.

D. Academic Integrity, Violations and Sanctions

Any violation of academic integrity is a serious offense and is therefore subject to an appropriate sanction or penalty. If a student is found to have deliberately plagiarised or colluded, the penalties are severe and can include failure of a subject or exclusion from the Hotel Operations Program. The University provides resources and educates students about academic integrity so that students are aware of what constitutes plagiarism and collusion, and the consequences of those practices.

Academic integrity violations at Hotel Operations Program are classified into two levels called nonseparable and separable. Nonseparable violations are less severe violations for which the possible sanctions do not include suspension or expulsion from the program; separable violations are more severe violations for which the possible sanctions include suspension or expulsion.

Nonseparable Violations

Nonseparable violations are less serious violations of academic integrity. They may occur because of inexperience or lack of understanding of the principles of academic integrity and are often characterized by a relatively low degree of premeditation or planning and the absence of malicious intent on the part of the student committing the violation. These violations are generally quite limited in extent, occur on a minor assignment or quiz or constitute a small portion of a major assignment and/or represent a small percentage of the total course work. Below are a few examples of violations that are most often considered nonseparable:
1. Improper citation without dishonest intent.
2. Plagiarism on a minor assignment or a very limited portion of a major assignment.
3. Unpremeditated cheating on a quiz or minor examination.
4. Unauthorized collaboration with another student on a homework assignment.
5. Citing a source that does not exist or that one has not read on a minor assignment.

6. Signing in for another student via card tapping in a course in which attendance counts toward the grade.

Sanctions for the list of violations include, but are not limited to, one or more of the following, and do not include suspension or expulsion:
1. Required participation in a noncredit workshop or seminar on ethics or academic integrity.
2. An assigned paper or research project related to ethics or academic integrity.
3. A make-up assignment that may be more difficult than the original assignment.
4. No credit for the original assignment.
5. A failing grade on the assignment.
6. A failing grade for the course.
7. Disciplinary warning or probation.

Separable Violations

Separable violations are very serious violations of academic integrity that affect a more significant portion of the course work compared to nonseparable violations. Separable violations are often characterized by substantial premeditation or planning and clearly dishonest or malicious intent on the part of the student committing the violation. Below are some examples of violations that are most often considered separable:
1. A second nonseparable violation.
2. Substantial plagiarism on a major assignment.
3. Copying or using unauthorized materials, devices, or collaboration on a major exam.
4. Having a substitute take an examination.
5. Making up or falsifying evidence or data or other source materials for a major assignment, including falsification by selectively omitting or altering data that do not support one's claims or conclusions.
6. Facilitating dishonesty by another student on a major exam or assignment.
7. Intentionally destroying or obstructing another student's work.
8. Knowingly violating data collection or professional ethics.
9. Any violation involving potentially criminal activity.

Sanctions for separable violations include, but are not limited to, one or more of the following, and may, but need not, involve suspension or expulsion:
1. A grade of F for the course.
2. Disciplinary probation/detention.
3. Dismissal from a scholarship program.
4. Denial of access to proceed Industrial Placement Program in certain hotels or properties.
5. Loss of University endorsements for internal and external fellowship support and employment opportunities.
6. Suspension for one or more semesters.

7. Permanent expulsion from the University with a permanent notation of disciplinary expulsion on the student's transcript.

The recommendations for sanctions at each level are not binding, but are intended as guidelines for Hotel Operations Department. For both nonseparable and separable violations, the severity of the sanction imposed should be proportional to the severity of the violation committed.

E. Detentions

If students are indicated for violating a rule or regulation, students will be required to go through the conduct process. Students found responsible for a violation may be subject to a variety of detentions, including warnings, probation, community service or long-term suspensions. While there may be consequences for students' actions, the goal is that every student conducts educational process.

Hotel Operations Department determines who will manage the disciplinary process for students' incident and assign detentions. Hotel Operations Program has codes of professional conduct with customary detentions for violations that may be more severe than those recommended under this guidebook.

Hotel Operations has the responsibility to educate their students about their profession's code of professional conduct. Students are responsible for understanding the requirements of the code of professional conduct for Hotel Operations program and the penalties for violating that rules. The options include (but are not limited to) community service and administrative assistance for certain grooming and attitude or uniform violations. For repetitive and bigger violations, it will be reported to DEM (Dewan Etik Mahasiswa/ Student Ethics Board) and sanctions will be given after the hearing.

If students are arrested or charged with a crime, they may have to go through the university conduct process and the legal system. University conduct proceedings are separate from any legal proceedings that students may face.

F. Academic Advisory

An academic advisor will be assigned for every class. Academic advisor will hold at least three meetings every semester to review about the academic issues. The meetings are commonly set up at the beginning of the semester, before the mid-test, and before the final test. Students may consult about their academic problems after making an appointment with the advisor. For a deeper issue, advisor may refer the student to consult in University's appointed psychologist.

G. Industrial Placement

Industrial Placement in Hotel Operations Program is mandatory. Students must conduct the Industrial Placement twice which is in semester three and semester six. In semester three, students should choose job from Room Division department, while in semester six, students should choose job from Food and Beverage Department. The procedures and requirements for Industrial Placement are stated in Industrial Placement Guidebook which will be provided and explained in Industrial Placement workshop.

H. Final Project

The credit of Final project course in Hotel Operations Program will be taken at semester six but the project itself will be conducted at the end of semester five. The final project will be an individual project which combine the knowledge and skills in Hotel Operations reflected in the form of product exhibition. The procedures and requirement for the final project is stated in Final Project Guidebook and explained in the first week of semester five. The final project is the display and report of what is being proposed and developed in Business Management and Entrepreneurship course.

I. Student Body

Student board in Hotel Operations Program is called Himpunan Mahasiswa Perhotelan (HMP). Students from semester one can join the student board. The period of each batch is one year, but students can apply again in second or third year. Students who want to join can apply during the opening registration which is commonly available in August or September annually. The process of recruiting will include certain steps of test, including interview and presentation. Students are suggested to participate actively in student board for their SKKM points.

J. Annual Events

Hotel Operations Program annual events are:

Odd semester	a. Executive sharing (Room Division, Food and Beverage) b. Beauty class c. Hotel Visit &Table manner d. Industrial Placement Exam e. Final Project Briefing f. Final Project Exhibition g. Competence Test 1 (Room Division) h. Community Service i. Competition
Even semester	a. Executive Sharing (Room Division, Food and Beverage) b. Industrial Placement Workshop c. Industrial Placement seminar d. Industrial Visit e. Competence Test 2 (Food and Beverage) f. Hotel Festival HMP g. Holiday HMP h. Community Service i. Competition

CHAPTER V

COURSE SYLLABUS

A. Course Distribution

Semester 1

| No. | Code | Lesson | Credit | | Prereq. | Passing Grade |
			Theory	Lab.		
1.	UM163	Civic	2		-	C
2.	UM142	Bahasa Indonesia	2		-	C
3.	HO151	Professional English 1	1	1	-	C
4.	HO158	International Hospitality Industry	2		-	C
5.	HO154	Consumer Behavior	2		-	C
6.	HO111	Front Office Operation 1	2	2	-	C
7.	HO121	Housekeeping Operation 1	2	2	-	C
8.	HO551	Business Communication	1	1	-	C
		Total	20			

Semester 2

| No. | Code | Lesson | Credit | | Prereq. | Passing Grade |
			Theory	Lab.		
1.	UM162	Pancasila	2		-	C
2.	UM152	Religion	2		-	C
3.	HO251	Professional French 1	1	1	-	C
4.	HO223	Laundry Operation	1	1	-	C
5.	HO211	Front Office Operation 2	2	2	-	C
6.	HO222	Housekeeping Operation 2	2	2	-	C
7.	HO252	Principles of Hotel Accounting	2		-	C
8.	HO256	Report Writing	1	1	-	C
		Total	20			

Semester 3

| No. | Code | Lesson | Credit | | Prereq. | Passing Grade |
			Theory	Lab.		
1.	HO352	Industrial Placement 1		10	HO111, HO121, HO211, HO221, HO222	C
		Total	10			

Semester 4

No.	Code	Lesson	Credit Theory	Lab.	Prereq.	Passing Grade
1.	HO451	Professional English 2	1	1	-	C
2.	HO452	Professional French 2	1	1	-	C
3.	HO453	Management and Leadership	2		-	C
4.	HO454	Purchasing and Procurement	2		-	C
5.	HO431	Food and Beverage Service Operation 1	2	2	-	C
6.	HO441	Food Production 1	2	2	-	C
7.	HO442	Bakery and Pastry Production	2	2	-	C
8.	HO455	Cost Control	2		-	C
9.	HO456	Sanitation, Safety, and Hygiene	2		-	C
		Total	**24**			

Semester 5

No.	Code	Lesson	Credit Theory	Lab.	Prereq.	Passing Grade
1.	HO555	Ethical Business Management	2		-	C
2.	HO531	Food and Beverage Service Operation 2	2	2	-	C
3.	HO541	Food Production 2	2	2	-	C
4.	HO542	Food Styling	1	2	-	C
5.	HO553	Business Management and Entrepreneurship	2	2	-	C
6.	HO554	Service Marketing & E-commerce	2		-	C
7.	HO543	Menu Planning	2		-	C
8.	IF 110	Introduction to Multimedia Technology	2	1	-	C
9.	HO556	Pre-Final Project	0		-	Pass
		Total	**24**			

Semester 6

No.	Code	Lesson	Credit Theory	Lab.	Prereq.	Passing Grade
1.	HO653	Industrial Placement 2		10	HO431, HO441, HO442, HO531, HO541, HO542	C
2.	HO652	Final Project		6	HO556	C
		Total	**16**			

B. Course Description

Subject Name	Competency	Topics
Semester 1		
UM 142 - Indonesian Language	University Mandatory Subject	
UM 163 - Civic	University General Subject	
HO 111 - Front Office Operation 1 (Theory)	After passing this course, students are able to: 1. Describe in detail about hotel organization, division of Front Office Department, and functions of each role in Front Office Department. (C4) 2. Describe in detail the procedures of each activity in Front Office Department and the information system used in each activity. (C4) 3. Creating flow chart of guest cycle based on job description in each division of Front Office Department. (C5) 4. Communicating works and problems in hotel environment effectively (C5).	1. Introduction to Hotel Management 2. Front Office Organization 3. Reservation 4. Reception 5. Uniformed Services 6. Night Auditor 7. Guest Relations Executive 8. Front Office – Guest Registration 9. Front Office - Accounting 10. Understanding Guest Services 11. Information System 12. Effective Interdepartmental Communications 13. Dealing with the Guest Problem 14. Front Office Communication
HO 111 - Front Office Operation 1 (Practicum)	After passing this course, students are able to: 1. Implement rules and regulation of hotel's standard grooming. (P2) 2. Handle reservation, check in, telephone operator, concierge, GRO, based on SOP with various conditions. (P3) 3. Complete administration procedure during guest service in Front Office Department. (P5) 4. Operating hotel PMS for KG HS to do the reservation and check-in. (P5)	1. Introduction to FO rules and regulation. 2. FO SOP 3. Telephone operator 4. Concierge, GRO 5. Guest Profile 6. Company Profile 7. Reservation (phone, email, direct/walk in) 8. Reservation (OTA/Website) 9. Reservation (Sales & Marketing Group) 10. Reservation (Group/Constant) 11. Reservation (Variable) 12. Check in walk in guest 13. Check in with reservation, Travel Agent, Offline-online 14. Group Check in (all segments)

HO 121 - Housekeeping Operation 1 (theory)	After passing this course, students are able to describe Housekeeping Public Area cleaning procedures in details (C3) and manage Housekeeping Public Area Operation (C5).	1. Housekeeping Introduction 2. Hygiene and Sanitation 3. Housekeeping Equipment and Care 4. Housekeeping chemical 5. Kitchen and Food Sanitation 6. Material Planning: Floor, Walls, and Windows 7. Cleaning Different Surfaces 8. Hotel Public Area 9. Hotel Ambience 10. Safety and Security 11. Flower Arrangement 12. Inventory and Storage 13. The full circle of HK management
HO 121 - Housekeeping Operation 1 (Practicum)	After passing this course, students are able to implement Housekeeping Public Area cleaning procedures based on standard (P3) and manage the housekeeping operation based on project (P5).	1. Housekeeping Introduction 2. Housekeeping staff 3. Housekeeping Equipment 4. Floor Cleaning 5. Material Planning: Floor, Walls, and Windows 6. Floor Care 7. Cleaning Different Surfaces 8. Public area cleaning 9. Safety and security 10. Flower arrangement 11. Inventory and storage
HO 151 – Professional English 1	After passing this course, students are able to make an effective communication in English both oral and writing in working environment with the minimum level of TOEIC of 550 (C6).	1. Pretest 2. Listening 3. Grammar 4. Reading 5. TOEIC Trials
HO 154 - Consumer Behavior	After passing this course, students are able to: 1. Explain the concept of customer behavior and its importance in business world. (C4) 2. Predicting customer response to new products and services (C5) 3. Evaluate customers' decision making process (C5).	1. Introduction to Consumer Behavior 2. Motivators and Determinants 3. Personality and lifestyles 4. Attitudes and Persuasion 5. The purchase decision-making process 6. Buying and Disposing 7. Organizational and household decision making 8. Consumers and Social Media 9. Consumers and Subcultures

		10. Consumers and cultures
HO 158 - International Hospitality Industry	After passing this course, students are able to: 1. Explain brief history of hospitality and tourism industry (C3). 2. Analyze the concept and key theories of hospitality and tourism industry in real cases (C5) 3. Analyze the impact of hospitality and tourism industry to economy and social sector (C5). 4. Correlate factors and development that affect the globalization in hospitality and tourism industry (C5).	1. History of hospitality and tourism industry 2. Hospitality and Service 3. Hospitality and Tourism 4. The lodging sector 5. Room Division 6. Hotel Career 7. F&B Sector 8. Restaurant Operation 9. Manage Service 10. Cruise ship Sector
HO 551 - Business Communication	After passing this course, students are able to: 1. Describe the basic concepts and the importance of business communication (C3). 2. Improve communication skills, both verbal and non-verbal (P3) 3. Improve personal branding to create a good personal pitch for their job interview purpose (P3). 4. Create formal business letters (C5).	1. Effective Business Communication 2. Personal Branding 3. Designing Visual Communication 4. Creating and Delivering Presentation 5. Personal Pitch 6. Phone Etiquettes 7. Business Emails 8. Business Letters 9. Business Meetings and MOM 10. Cover Letter, CV, and Resume 11. Successful Job Interview
Semester 2		
UM 152 - Religion	University Mandatory Subject	
UM 162 - Pancasila	University Mandatory Subject	

HO 211 - Front Office Operation 2 (theory)	After passing this course, students are able to 1. Identifying the managing hospitality service, financial, and training based on TQM (C2); 2. Organizing clerical works in Front Office (C4); 3. Conduct a training program based on SOP (P5).	1. Managing Hospitality 2. Guest Check Out 3. Promoting In-House Sales 4. Managing the Financial 5. Night Audit 6. System Wide Reservations 7. Front Office – Rank and Responsibilities 8. Training for Hospitality
HO 211 - Front Office Operation 2 (practicum)	After passing this course, students are able to: 1. Handle reservation, guest service, and check out based on department's SOP (P3); 2. Integrate hotel's service and guest satisfaction (A4). 3. Operate the FO system with complete administration (P5); 4. Operate Hotel PMS (KG Hospitality Suite) for Reservation, Check-in, and Check-out) (P5).	1. Welcoming guest (hotel and room) inspection. 2. Managing the rush time (reservation and check in) 3. Check out 4. Upselling and loyalty program 5. Room Controller 6. Guest Comment (GRO) 7. Posting Folio and Billing
HO 222 - Housekeeping Operation 2 (theory)	After passing this course, students are able to: 1. Describe standard of cleaning guest room (C3); 2. Describe the features of hotel room and differentiate guest room types (C3); 3. Calculate cost per occupied room (C4); 4. Establishing par levels (C4); 5. Analyze HK waste disposal control and environmental pollution (C5).	1. Housekeeping Daily Routine 2. Housekeeping Sub-Routine 3. Types of Guest Room 4. Ergonomics in Housekeeping 5. Treating VIPs 6. HK Control Desk 7. HK Administration 8. HK Budgeting 9. Horticulture and Swimming Pool 10. Waste Control 11. Supervision in HK 12. Changing Trends in Housekeeping
HO 222 - Housekeeping Operation 2 (Practicum)	After passing this course, students are able to: 1. Practice guestroom cleaning procedure (P3); 2. Fold linen and towel arts (P3); 3. Handle request and complaints in HK(P4);	1. GRA preparation 2. HK morning shift 3. HK linen and towel arts 4. Making bed 5. Guest Room Cleaning: Bed Room and Living Room

	4. Handle duties and responsibilities as supervisors in HK (P4); 5. Solve problems in HK with different cases (P5).	6. Guest Room Cleaning: Bathroom Cleaning and Amenities 7. Guest Room Cleaning 8. HK evening shift 9. Houseman 10. HK Control Desk 11. Supervisory 12. Inventory and Storage
HO 251 - Professional French 1	After passing this course, students are able to: 1. using basic French greetings with correct pronunciation and grammar. 2. using basic French vocabularies with correct pronunciation in dialogs.	1. Introduction to French 2. The alphabet and accents 3. Greetings 4. Formal Speech 5. Numbers 6. The Date 7. Telling time 8. People 9. To be 10. Description 11. Family 12. Recreation 13. My house 14. Weather
HO 252 - Principles of Hotel Accounting	After passing this course, students are able to: 1. Describe in details the general accounting concepts, systems, and financial reports used in hospitality industry (C4). 2. Complete the financial statement used in processing trial balance and work sheet (P5). 3. Analyzing the comparison of hotel report (C5).	1. Hospitality Accounting 2. Accounting Principles 3. Accounting Department Organization and Operations 4. The Recording Process 5. Completion of the accounting cycle 6. The Profit and Loss (P&L) Statement 7. The Balance Sheet (A&L) and Statement of Cash Flow 8. Hotel Management Reports 9. Revenue Management 10. Comparison Reports and Financial Analysis
HO 223 - Laundry Operation (Theory)	After passing this course, students are able to: 1. Explain in details the laundry process (C4); 2. Explain in details the types of washing machine, dryer, and	1. Introduction to Laundry 2. Linen room 3. Uniform 4. Laundry Equipment 5. Laundry Inventory 6. Laundry Agents 7. The Laundry Process

		other supporting tools and equipment (C4); 3. Explain in details flowchart of handling guest laundry (C4); 4. Explain advantage and disadvantage of hiring linen (C4).	8. Wash Cycle 9. Laundry Risk 10. Dry Cleaning 11. Handling Guest Laundry 12. Care labels 13. Fabric Construction, Linen Quality, and lifespan 14. Hiring Linen
HO 223 - Laundry Operation (Practicum)	After passing this course, students are able to: 1. practice washing, drying, ironing, and folding in laundry department (P3); 2. operate simple laundry business (P5).	1. The laundry introduction 2. Laundry chemicals and manual washing 3. Prewashing process and laundry room work flow 4. laundry operation: washing and drying 5. laundry operation: ironing and folding 6. laundry operation: valet service 7. laundry operation: sewing and tailor room 8. laundry business project	
HO 254 - Report Writing	After passing this course, students are able to: 1. Conclude any findings during internship in written form (C5). 2. Writing internship reports with a good grammar and vocabulary (C6, P5).	1. Introduction to Report writing 2. Composition Basics 3. Guidelines for good writing 4. Visual Design Basics 5. UMN Hotel IP Reports 6. Chapter 1: Introduction 7. Chapter 2: General Description 8. Chapter 3: Trainee Performance 9. Chapter 4: Conclusion and Recommendation	
Semester 3			
HO 352 - Industrial Placement 1	After passing this course, students are able to work in particular department in Room Division Department in a hotel (P5).	Front Office, Housekeeping, or Laundry Department	
Semester 4			

HO 431 - Food and Beverage Service Operation 1 (theory)	After passing this course, students are able to: 1. Explain the classical menu knowledge and development (C4); 2. Explain the procedures of serving food and beverage (C4); 3. Describe the procedures of handling different types of customers (C4); 4. Creating menu book for a restaurant according to acquired knowledge (C6).	1. The food service industry 2. Success in F&B Service 3. F&B Service back area 4. F&B Service Equipment 5. The Menu 6. Menu Knowledge and accompaniments 7. Managing event 8. Reservation Sequence 9. Beverage Service 10. Wine Service 11. Silver Service 12. Dealing with people
HO 431 - Food and Beverage Service Operation 1 (Practicum)	After passing this course, students are able to operate full restaurant service in food service industry (P5).	1. Restaurant mise-en-place and mise-en-scene 2. F&B Service area and equipment 3. Glassware and tray handling 4. Food service sequence and bread service 5. Table d'hote dinner service 6. Afternoon tea and beverage service 7. Lunch and ala carte service 8. Reservation and cashiering 9. Buffet setup and breakfast service 10. Silver service and wine service 11. Gueridon service
HO 441 - Food Production 1 (theory)	After passing this course, students are able to describe in details basic cooking principles and knowledge of dish preparation in a professional kitchen (C4).	1. Eating Behavior 2. Mise-en-place 3. Sanitation and safety 4. Equipment and utensils 5. Basic cooking principles 6. Basic Stocks 7. Basic soups 8. Basic sauces 9. Vegetables 10. Poultry 11. Cold dishes and breakfast 12. Western cuisine
HO 441 - Food Production 1 (Practicum)	After passing this course, students are able to:	1. Mice-en-place: knife handling, basic cutting, introduction to

	1. Create dishes using classical and basic cooking methods to form the foundation of professional kitchen. (P5) 2. Demonstrate appropriate safety and sanitation principles during food production and service to the customer. (P5) 3. Perform according to SOP both as an individual and as a team member in a professional kitchen environment. (P5)	equipment and utensils, safety and hygiene handling 2. Basic stocks: chicken, fish, beef, and vegetables 3. Basic soups and sauces 4. Portioning main course 5. Basic cooking principles
HO 442 - Bakery and Pastry Production (Theory)	After passing this course, students are able to: 1. Describe in details about the pastry and bakery general knowledge in pastry and bakery production (C4). 2. Describe in details the standard recipes used in pastry and bakery production (C4). 3. Design the pastry and bakery display for various table setup (P5).	1. Introduction of Pastry Bakery 2. Tools and Equipment 3. Pastry Basic Methods 4. Standard Recipe 5. Baker's Percentage 6. Pastry and Bakery Display 7. Basic Ingredients: Flours, Yeast 8. Basic Ingredients: Leavening Agents, Liquid 9. Basic Ingredients: Sugar, Salt, and Fats 10. Sauces and creams 11. Bread and Viennoiseries 12. Pastry Dough 13. Cookies 14. Pies and Tarts 15. Mousse and Petit Fours
HO 442 - Bakery and Pastry Production (Practicum)	After passing this course, students are able to make products of pastry and bakery according to standard recipes (P5).	1. French Baguette, Marble Cake 2. Soft rolls, Chocolate pudding, Vanilla sauce 3. Sandwich bread, Choux pastries 4. Brioche, Chocolate Fudge Cake 5. Assorted Danish, layer cake 6. Shokupan, Cheesecake 7. Twist bread, Black forest cake 8. Doughnuts, Fruit rolls 9. Financier, Assorted cookies 10. Roti Gambang, Kue Lumpur 11. Kraftkorn bread, Apple Strudel 12. Croissant, Walnut chocolate pie 13. Coffee bun, Tiramisu 14. Themed mirror cake

HO 451 - Professional English 2	After passing this course, students are able to make an effective communication in English both oral and writing in working environment with the minimum level of TOEIC of 600 (C6).	1. Pretest 2. Listening 3. Grammar 4. Reading 5. TOEIC Trials
HO 452 - Professional French 2	After passing this course, students are able to: 1. use basic French for daily activities in pre-intermediate level. 2. talk in French with proper expression and structure in pre-intermediate level.	1. Dans la rue 2. Dans un petit hotel 3. A la gare 4. Faisons des courses 5. Le climate 6. Prenons rendez-vous 7. Chez le coiffeur 8. Au restaurant 9. Au bureau 10. Maison a louer
HO 453 - Management and Leadership	After passing this course, students are able to: 1. Describe in details the knowledge of supervision and staff training. (C4) 2. Create an effective teamwork in a professional working environment. (C6)	1. Introduction to supervisory in hospitality industry. 2. Planning and goals 3. Creating timeline 4. Effective communication 5. Performance effectiveness 6. Motivation 7. Conflict resolution 8. Discipline
HO 454 - Purchasing and Procurement	After passing this course, students are able to: 1. Implement purchasing process based on standard purchase specification. (C3) 2. Create storage management procedure (C6).	1. Introduction to Purchasing and Procurement 2. Distribution systems 3. Purchasing administration 4. Standard purchase specification 5. Storage management procedures
HO 455 - Cost Control	After passing this course, students are able to: 1. Implement the calculation of cost control into income statement (C3) 2. Analyze the income statement based on case study (C5).	1. Cost and Sales Concepts 2. The Control Process 3. Cost/Volume/Profit Relationships 4. Portioning cost 5. Beverage cost control 6. Food sales control 7. Controlling payroll cost 8. Income statement
HO 456 - Sanitation, Safety, and Hygiene	After passing this course, students are able to:	1. Introduction to safety, hygiene, and sanitation 2. First aid 3. Fire prevention

	1. Describe in details the concepts of safety, hygiene and sanitation in food service industry (C4). 2. Apply hygiene and sanitation procedures in food service industry (P3). 3. Design a video campaign of personal hygiene and safety instruction in F&B department (P5).	4. Food hygiene 5. Micro world 6. The flow of food 7. HACCP 8. Safety facilities and equipment 9. Cleaning and sanitizing 10. Integrated pest management
Semester 5		
IF 212 - Introduction to Multimedia Technology	University Mandatory Subject	
HO 531 - Food and Beverage Service Operation 2 (theory)	After passing this course, students are able to: 1. Describe in details the knowledge of bar operation (C4); 2. Construct beverage recipe according to acquired knowledge (C6)	1. Professional bar attendant 2. Bar equipment and maintenance 3. Sanitation and bar setup 4. Beer/ales/lagers 5. The cellar 6. Wine 7. Spirits and liqueur 8. Coffee, tea, and chocolate 9. Non-alcoholic beverages 10. Mixology 11. Selling skills, Cash Handling, Customer service 12. Managing bar business 13. Legal responsibilities and responsible service of alcohol
HO 531 - Food and Beverage Service Operation 2 (practicum)	After passing this course, students are able to operate full bar service in food service industry (P5).	1. Bar set-up 2. Indonesian Traditional Drinks 3. The Fruit Juices 4. Mocktails 5. Beer and Wines 6. Dairy drinks 7. Coffee and chocolate 8. Mixed drink and blended cocktails 9. Shaken cocktails

HO 541 - Food Production 2 (Theory)	After passing this course, students are able to: 1. Describe in details about safe food handling process (C4); 2. Explain cultural origin of recipes from various ethnics (C4); 3. Create business proposal for small scale business in food industry (C6).	1. Meat 2. Fish and shellfish 3. Dairy products 4. Herb and Spices 5. Salad and dressings 6. Catering service management 7. Modern cuisine 8. Oriental cuisine 9. Continental cuisine
HO 541 - Food Production 2 (practicum)	After passing this course, students are able to: 1. Apply food safety procedure in professional kitchen operation (P3); 2. Handle meal from particular culture using standard cooking method (P5); 3. Designing food plating according to culinary trends (P5).	1. Indonesian basic herbs and spices 2. Indonesian cuisines 3. Garde Manger 4. Chinese cuisines 5. Thailand cuisines 6. Continental cuisines 7. Japanese cuisines 8. Indonesian rijstaffel 9. Italian cuisines 10. Greek cuisines 11. Mexican cuisines 12. Indian cuisines 13. Turkish cuisines
HO 542 - Food Styling (Theory)	After passing this course, students are able to: 1. Describe in details the elements used in food styling and food photography. (C4) 2. Design the concept display of food products for commercial purpose (P5).	1. Introduction to Food styling 2. Food Photography 3. Fruits carving 4. Bread sculptures 5. Modern Viennoiseries 6. Chocolate decor 7. Cake painting 8. Wedding Cake
HO 542 - Food Styling (Practicum)	After passing this course, students are able to make an artistic food display (P5).	1. Preparation of working area 2. Food Photography 3. Fruits carving 4. Bread sculptures 5. Modern Viennoiseries 6. Chocolate decor 7. Cake painting 8. Wedding Cake

HO 543 - Menu Planning	After passing this course, students are able to create menus based on comparative cost and nutritional values of convenience, restaurant, and SME food industries (C6).	1. Purpose of menus 2. Menu and food service operation 3. The menu and service plan 4. Menu constraints 5. Priority concern of the menu planner 6. Pricing approaches 7. Menu evaluation
HO 553 - Business Management and Entrepreneurship	After passing this course, students are able to: 1. Recognize opportunities and generate ideas to start business by following the correct procedures. 2. write business plan and analyzing their business and their competitors. 3. Present their business plan to the investors and starting their new-venture team 4. Grow their business with a good strategy.	1. Introduction to Entrepreneurship 2. Recognizing opportunities and generating ideas 3. Feasibility Analysis 4. Writing a Business Plan Industry and Competitor Analysis 5. Developing an effective business model 6. Moving from an Idea to an Entrepreneurial Firm 7. Assessing a New Venture's Financial Strength and Viability 8. Building a New-Venture Team 9. Getting Financing or Funding 10. Managing and Growing an Entrepreneurial Firm 11. Intellectual Property
HO 554 - Service Marketing & E-commerce	After passing this course, students are able to: 1. understanding the basic concepts of internet in E-commerce. 2. analyzing on the components of E-Commerce website that sells products of hospitality and tourism and use the findings to support them selling their products in the internet.	1. Introduction to Internet 2. Internet communication 3. Internet and Hospitality-Tourism Industry 4. Connection 5. Principles of E-commerce 6. New Communication Media 7. E-Marketing and Information Distribution 8. The effects of Internet in Hospitality and Tourism Industry 9. Travel Agent 10. Hotels 11. Internet Research 12. Future of Hospitality and Tourism E-commerce

HO 555 - Ethical Business Management	After passing this course, students are able to: 1. Distinguish CSR theory and practice in Indonesia from corporate codes of conduct to related Indonesia policies, frameworks and discussions 2. Analyze complex issues in corporate governance under local and global settings 3. Explain critical issues of CG and CSR, including corporate ownership structures, transparency, board practices, CSR strategy formulation and implementation, and their impact on different stakeholders 4. Provide recommendations on business cases	1. Introduction to business ethics 2. Management of stakeholders 3. Theory of ethics 4. Environmental ethics 5. Behavior in organizations 6. CSR and ethics in a global context 7. Governing organizations 8. Auditing and reporting social performance 9. Managing ethics internally 10. Responsibility in managing people and operation 11. Environmental responsibility 12. Civil society organizations
Semester 6		
HO 653 - Industrial Placement 2	After passing this course, students are able to work in particular department Food and Beverage industries. (P5)	Food and Beverage Service Department, Kitchen Department, Pastry and Bakery Department
HO 652 - Final Project	After passing this course, students are able to: 1. Propose their business idea and products. (P5) 2. Make an operational plan for their business. (P5)	

CHAPTER VI

PARTNERSHIP

A. Academic

To continue study for a higher degree, Hotel Operations Program Universitas Multimedia Nusantara has partnered together with Blue Mountain International Hotel Management School (Australia), UCSI (Malaysia), Taylor's University (Malaysia) for several schemes. For further information, students may inquire the procedures and requirement through UMN Global Office.

B. Hospitality Industry

Partnering with hotel industries are essential for students getting places for their Industrial Placement or filling in job vacancies. So far, our program has been partnering with these hotels for Industrial Placement:

Jakarta

1. Santika Indonesia
2. Mandarin Oriental
2. JW Marriot
3. PULLMAN Thamrin
4. PULLMAN Central Park
5. Ritz Carlton Pacific Place
6. Raffles Hotel
7. Le Meridien
8. Westin Hotel
9. Grand Hyatt
10. Sultan Hotel and Residence
11. Hotel Ciputra
12. Wyndham Hotel
13. Grand Kemang
14. Century Park Hotel Jakarta

Padang

1. Ibiss Hotel

Tangerang

1. Mercure Hotel Alam Sutra
2. Mercure Hotel BSD
3. JHL Solitaire
4. Novotel
5. Lippo Aryaduta
6. Atria Hotel and Residence
7. Grand Zurih Hotel
8. Santika Hotel Serpong
9. Santika Hotel ICE BSD

Bandung

1. Hilton Hotel
2. Trans Luxury Hotel

Yogyakarta

1. Grand Hyatt Regency
2. Hotel Tentrem

Surabaya

1. Oakwood Surabaya

Bali

1. Rennaisance Hotel
2. Ritz Carlton Bali
3. Sofitel Nusa Dua Bali
4. Omnia Day Club
5. Kempinski Hotel
6. Grand Hyatt Hotel
7. St. Regis Hotel
8. Westin Hotel

APPENDIX

Lampiran Keputusan Rektor No. 210/SK-R/VII/2020 tentang Panduan Kurikulum Program Diploma III Universitas Multimedia Nusantara tahun 2020-2021

Bab 1
Ketentuan Umum
Pasal 1

1. **Penyelenggaraan pendidikan** adalah kegiatan–kegiatan yang berkaitan dengan darma pertama dari Tridharma Perguruan Tinggi.
2. **Universitas** adalah perguruan tinggi yang disamping menyelenggarakan pendidikan akademik juga menyelenggarakan pendidikan profesional dalam sejumlah disiplin ilmu pengetahuan, teknologi dan/atau kesenian sejenis.
3. **Fakultas** adalah satuan struktural pada universitas atau institut yang mengoordinasikan dan/atau melaksanakan pendidikan akademik dan/atau profesional dalam satu atau seperangkat cabang ilmu pengetahuan, teknologi dan/atau kesenian tertentu.
4. **Program Diploma Tiga (D-3)** adalah jenjang pendidikan akademik yang mempunyai beban studi antara 108 hingga 120 satuan kredit semester (sks), dengan kurikulum 6 semester dan lama program antara 6 hingga 10 semester.
5. **Program Studi** adalah kesatuan rencana belajar sebagai pedoman penyelenggaraan pendidikan akademik dan/atau profesional yang diselenggarakan atas dasar suatu kurikulum serta ditujukan agar mahasiswa dapat menguasai pengetahuan, keterampilan dan sikap yang sesuai dengan sasaran kurikulum.
6. **Jurusan** adalah unsur pelaksana akademik pada akademi, sekolah tinggi atau fakultas dan sebagai wadah yang memfasilitasi pelaksanaan program studi.
7. **Sistem Kredit Semester (SKS)** adalah suatu sistem penyelenggaraan pendidikan dengan menggunakan satuan kredit semester (sks) untuk menyatakan beban studi mahasiswa, beban kerja dosen, pengalaman belajar, dan penyelenggaraan program studi.
8. **Semester** adalah satuan waktu kegiatan yang terdiri atas 16 sampai 19 minggu kuliah atau kegiatan terjadwal lainnya, berikut kegiatan iringannya, termasuk 2 sampai 3 minggu kegiatan penilaian.

Bab 2
Pendidikan
Kurikulum Pendidikan

Pasal 2

Kurikulum Universitas Multimedia Nusantara disusun berdasarkan pertimbangan dan ketentuan sebagai berikut:

1. Kurikulum Program Pendidikan Sarjana yang berdasarkan KBK (Kurikulum Berbasis Kompetensi) dan KKNI (Kerangka Kualifikasi Nasional Indonesia).
2. Kompetensi hasil didik suatu program studi terdiri atas:
   a. kompetensi utama;
   b. kompetensi pendukung;
   c. kompetensi lain yang bersifat khusus dan gayut dengan kompetensi utama.
3. Kurikulum Inti adalah kelompok bahan kajian dan pengajaran yang harus tercakup dalam suatu program studi yang dirumuskan dalam kurikulum yang berlaku secara nasional.
4. Kurikulum Institusional merupakan sejumlah bahan kajian dan pelajaran yang merupakan bagian dari kurikulum pendidikan tinggi, terdiri atas tambahan dari kelompok ilmu dalam kurikulum inti yang disusun dengan memperhatikan keadaan dan kebutuhan lingkungan serta ciri khas perguruan tinggi yang bersangkutan.
5. Kurikulum inti merupakan penciri dari kompetensi utama.
6. Kompetensi pendukung dan kompetensi lain yang bersifat khusus dan gayut dengan kompetensi utama suatu program studi ditetapkan oleh institusi penyelenggara program studi.
7. Dalam setiap kurikulum Program Sarjana disediakan mata kuliah yang bersifat wajib diambil, wajib prasyarat, dan mata kuliah pilihan. Sifat wajib/pilihan dari:
   a. Wajib pemerintah;
   b. Wajib atau pilihan universitas;
   c. Wajib atau pilihan program studi.
8. Kurikulum program pendidikan (sks) sarjana di Universitas Multimedia Nusantara diterapkan berdasarkan Sistem Kredit Semester (SKS).

Kegiatan Akademik
Pasal 3

1. Kegiatan Akademik UMN berbentuk perkuliahan, diskusi kelompok, praktikum, penelitian, praktik kerja lapangan, seminar, dan lain-lain. Kegiatan Akademik tersebut dinilai dalam bentuk satuan kredit semester.
2. Satu Satuan Kredit Semester (sks) terdiri atas tiga komponen kegiatan yang tidak terpisah satu sama lain dan tidak saling mensubstitusi yaitu:
   a. Kegiatan belajar dengan tatap muka 50 menit per minggu per semester;
   b. Kegiatan belajar dengan penugasan terstruktur 60 menit per minggu per semester;
   c. Kegiatan belajar mandiri 60 menit per minggu per semester.

Beban Studi Mahasiswa dan Penentuan Mata Kuliah
Pasal 4

1. Beban Studi Program Sarjana (S-1) ditetapkan oleh Fakultas/Program Studi yang diselenggarakan untuk 8 (delapan) semester dan dapat ditempuh antara 7 (tujuh) sampai dengan 14 (empat belas) semester.

Pasal 5

Beban Studi Setiap Semester adalah jumlah satuan kredit semester yang diambil mahasiswa dalam satu semester dan yang besarnya ditentukan atas dasar:

1. Indeks Prestasi Semester (IPS) mahasiswa dua semester aktif sebelumnya.
2. Beban studi semester adalah jumlah sks yang ditempuh mahasiswa pada suatu semester tertentu, maksimal 24 sks.
3. Beban studi minimal yang harus diambil oleh mahasiswa Program Sarjana tiap semester adalah 12 sks, kecuali mahasiswa yang bersangkutan tinggal menyelesaikan Skripsi/ magang atau terkena prasyarat atau mengulang mata kuliah.
4. Hasil studi setiap mahasiswa dinyatakan dengan Indeks Prestasi (IP): Indeks Prestasi Semester (IPS) dan Indeks Prestasi Kumulatif (IPK). Indeks Prestasi Semester (IPS) mencerminkan prestasi dari semua mata kuliah yang ditempuh pada semester yang bersangkutan. Indeks Prestasi Kumulatif (IPK) mencerminkan prestasi dari seluruh mata kuliah yang pernah ditempuh.
   Besarnya Indeks Prestasi Kumulatif (IPK) dihitung sebagai berikut:

$$\text{IPK} = \sum \frac{(n_i k_i)}{k_i}$$

   Keterangan:
   IPK = Indeks Prestasi Kumulatif
   k_i = Kredit mata kuliah ke-i yang diambil
   n_i = Nilai mata kuliah ke-i

5. Beban studi yang boleh diambil mahasiswa ditetapkan berdasarkan Indeks Prestasi Semester (IPS) dua semester aktif sebelumnya.
6. Beban studi bagi mahasiswa yang mengambil cuti ditetapkan berdasarkan IPS semester aktif sebelum pengambilan cuti.

Besarnya beban studi (sks) diatur dengan ketentuan sebagai berikut:

IPS	Beban studi (sks) maksimum
3,50 – 4,00	24 sks
3,00 - 3,49	23 sks
2,50 – 2,99	21 sks
2,00 – 2,49	18 sks
1,50 –1,99	15 sks
0,00 – 1,49	12sks

Tabel 2.1 Beban Studi Maksimum

Perencanaan Studi
Pasal 6

Sistem Kredit adalah suatu sistem penyelenggaraan pendidikan dengan menggunakan Satuan Kredit Semester (SKS) untuk menyatakan beban studi mahasiswa, beban kerja dosen, kegiatan belajar mengajar dan penyelenggaraan program studi. Mahasiswa Diploma Tiga diwajibkan mengambil mata kuliah sesuai paket pembelajaran, kecuali dalam proses menyelesaikan prasyarat.

Perencanaan, Penyusunan, dan Perubahan Rencana Studi
Pasal 7

1. Penyusunan rencana studi setiap awal semester untuk menentukan mata kuliah yang akan diambil wajib dikonsultasikan dan disetujui oleh pembimbing akademik.
2. Bagi mahasiswa baru dalam semester pertama dan semester kedua diwajibkan mengambil satu paket mata kuliah yang ditentukan oleh Program Studi.
3. Dalam masa Perubahan Rencana Studi, mahasiswa dapat melakukan penambahan dan penggantian mata kuliah yang diambil sesuai dengan prosedur dan jadwal yang telah ditentukan.
4. Penambahan sks dimungkinkan bila beban sks maksimum belum terlampaui. Penggantian mata kuliah dapat dilakukan apabila kelas ditutup dan mahasiswa diperkenankan mengganti dengan mata kuliah/kelas yang lain.

Administrasi Akademik
Pasal 8

1. Kegiatan administrasi akademik bagi mahasiswa meliputi:
   a. pendaftaran ulang/pengisian Kartu Rencana Studi (KRS)
   b. penambahan mata kuliah
   c. penggantian mata kuliah
2. Mekanisme pengisian KRS:
   a. pengisian KRS adalah kegiatan yang dilakukan pada awal semester sebelum perkuliahan;
   b. pengisian KRS dilakukan sebelum perkuliahan dimulai untuk merencanakan mata kuliah yang akan diikuti;
   c. setiap mahasiswa wajib mengisi KRS sebagai syarat mengikuti perkuliahan;
   d. jumlah sks yang diambil tidak boleh melebihi jumlah sks yang telah ditentukan;
   e. mata kuliah prasyarat harus telah diambil;
3. Cara Pengisian KRS:
   a. pada semester I & II mahasiswa diwajibkan mengambil semua mata kuliah yang ditawarkan;
   b. pada semester selanjutnya, pengisian KRS bergantung pada IPS dua semester sebelumnya.

Ketentuan Pengambilan Mata Kuliah
Pasal 9

Mata kuliah prasyarat harus diambil lebih dahulu sebelum mengambil mata kuliah yang memerlukan mata kuliah prasyarat dengan nilai mata kuliah prasyarat sesuai dengan kurikulum program studi.

Penggantian dan Penambahan Mata Kuliah
Pasal 10

1. Setelah pengisian KRS, mahasiswa tidak dapat membatalkan/ mengganti mata kuliah yang telah dipilih.
2. Apabila jumlah mahasiswa untuk mata kuliah tertentu tidak memenuhi jumlah minimal, maka kelas akan ditutup dan mahasiswa diberi kesempatan untuk mengganti mata kuliah tersebut dengan mata kuliah/kelas lainnya pada jadwal pengisian yang ditentukan oleh Program Studi dan Biro Informasi Akademik (BIA).
3. Mahasiswa diperkenankan menambah mata kuliah pada jadwal yang ditentukan oleh Program Studi dan Biro Informasi Akademik (BIA) sesuai dengan IPS dua semester aktif sebelumnya.

Perkuliahan Reguler
Pasal 11

1. Masa perkuliahan ditentukan dan dinyatakan dalam kalender akademik.
2. Pada setiap semester akan dilakukan dua (2) kali ujian, yakni Ujian Tengah Semester (UTS) dan Ujian Akhir Semester (UAS).
3. Dalam satu semester, kegiatan perkuliahan dilaksanakan selama 16 minggu, yang terdiri atas waktu perkuliahan dan ujian. Perkuliahan terdiri dari 14 (empat belas) kali tatap muka.
4. Bagi mahasiswa yang mengulang mata kuliah, nilai yang diakui adalah nilai yang terakhir.

Perkuliahan Semester Antara
Pasal 12

1. Program Semester Antara dilaksanakan setelah UAS semester genap.
2. Program Semester Antara diselenggarakan selama 6 minggu, dengan ketentuan sebagai berikut:
   a. Mahasiswa diperkenankan mengambil mata kuliah baru maksimal 9 sks atau 3 mata kuliah.
   b. Mata kuliah yang ditawarkan di semester antara ditetapkan oleh program studi masing-masing.
   c. Nilai yang diakui adalah nilai yang terakhir diambil.
   d. Mahasiswa dengan status tidak aktif pada semester sebelumnya diperkenankan mengambil mata kuliah di semester antara.
   e. Mahasiswa yang memperoleh nilai F karena kecurangan akademik dan yang terkena penalti ketidakhadiran pada semester sebelumnya, diperkenankan mengulang mata kuliah tersebut di semester antara.
   f. Mahasiswa yang berhak mengikuti ujian akhir semester antara ialah yang ketidakhadirannya maksimal 3 kali dari keseluruhan jumlah perkuliahan.
   g. Kelas untuk mata kuliah dalam semester antara hanya diadakan apabila jumlah mahasiswa yang mendaftar minimal 15 orang dan/atau dengan kebijakan manajemen.
   h. Biaya semester antara sesuai dengan ketentuan yang berlaku.

Sidang
Pasal 13

1. Sidang kerja magang dilaksanakan sesuai dengan mekanisme yang dituangkan pada Buku Panduan Magang, dilaksanakan pada periode waktu yang ditentukan.
2. Sidang Proyek Akhir dilaksanakan sesuai dengan mekanisme yang dituangkan pada Buku Panduan Proyek Akhir, dilaksanakan pada periode waktu yang ditentukan.

Materi Perkuliahan
Pasal 14

1. Setiap mata kuliah harus memiliki RPKPS (Rencana Program Kegiatan Pembelajaran Semester).
2. Materi dan bahasan mata kuliah harus sesuai dengan RPKPS guna mendukung tercapainya tujuan program pendidikan.
3. Pemantauan pelaksanaan perkuliahan dilakukan oleh Program Studi.

Ketentuan Perkuliahan
Pasal 15

1. Mahasiswa/i Program Studi Diploma Tiga Perhotelan diwajibkan untuk datang 10 menit sebelum kelas dimulai dan tidak ada toleransi keterlambatan (*zero-minute tolerance*).
2. Mahasiswa wajib melakukan *tapping* dan tidak diperkenankan menitipkan *tapping* kartu tanda mahasiswa (KTM). Apabila terjadi pelanggaran terkait penitipan *tapping*, mahasiswa yang terbukti melanggar akan mendapat sanksi nilai F dan Surat Peringatan.

3. Mahasiswa yang mengalami kendala *tapping* diperkenankan untuk mengurus administrasi melalui gapura.umn.ac.id selambat-lambatnya 7 (tujuh) hari setelah kuliah berlangsung kecuali pada minggu terakhir perkuliahan, pengurusan dilakukan selambat-lambatnya 2 hari setelah perkuliahan.
4. Mahasiswa dapat mengonfirmasi total status kehadirannya kepada dosen paling lambat pada perkuliahan yang ke-13 terkait dengan Ketentuan Ujian Akhir Semester (Pasal 1), yaitu jumlah kehadiran minimal yang diperkenankan untuk dapat mengikuti Ujian Akhir Semester adalah 11 (sebelas) kali kehadiran.
5. Permohonan izin tidak hadir mengikuti perkuliahan hanya diberikan kepada:
   a. Mahasiswa yang ditugaskan oleh UMN untuk mengikuti kegiatan internal dan/atau eksternal.
   b. Jika ada anggota keluarga inti (ayah/ ibu/ kakak kandung/adik kandung/ kakek / nenek) yang meninggal dengan disertai bukti yang mendukung seperti kartu keluarga yang menunjukan hubungan kekerabatan dan surat keterangan meninggal dunia.
   c. Mahasiswa yang bersangkutan menjalani rawat inap di rumah sakit disertai dengan Surat Keterangan dari Rumah Sakit.
   d. Mahasiswa menderita sakit keras/penyakit keras menular disertai dengan hasil laboratorium yang mendukung.
6. Permohonan izin dilakukan secara online melalui gapura.umn.ac.id dan menyerahkan bukti administrasi ke Student Services.

Evaluasi Perkuliahan
Pasal 16

1. Kegiatan dan Bobot Evaluasi Perkuliahan harus sesuai dengan Tujuan Instruksional Umum dan Tujuan Instruksional Khusus setiap mata kuliah.
2. Ketua Program Studi dan Sekretaris Program Studi mengevaluasi Rencana Program Kegiatan Pembelajaran Semester (RPKPS) serta hal-hal yang terkait dalam proses perkuliahan kepada Dekan Fakultas.

Evaluasi / Ujian Keberhasilan Studi Mahasiswa
Pasal 17

Evaluasi keberhasilan studi mahasiswa dilaksanakan melalui:
1. Ujian di UMN terdiri atas Ujian Tengah Semester (UTS) dan Ujian Akhir Semester (UAS).
2. Ujian Tengah Semester dan Ujian Akhir Semester dilaksanakan hanya satu kali dalam tiap semester.
3. Ujian Tengah Semester dan Ujian Akhir Semester dilaksanakan melalui ujian tertulis, ujian lisan, presentasi, ujian dalam bentuk tugas mandiri, atau penulisan karya ilmiah.
4. Ujian Tengah Semester maupun Ujian Akhir Semester dilaksanakan sesuai dengan kalender akademik, kecuali pada kondisi tertentu di luar kewajaran akan ditentukan oleh Universitas.

Ketentuan Ujian
Pasal 18

1. Mahasiswa yang berhak mengikuti ujian akhir semester ialah yang kehadirannya minimal 11 kali dari keseluruhan jumlah perkuliahan.
2. Mahasiswa yang telah menyelesaikan seluruh administrasi yang telah ditetapkan.
3. Bagi mahasiswa yang melakukan tindak kecurangan/menyontek pada saat ujian akan mendapat nilai F untuk mata kuliah dimana dilakukan kecurangan dan mendapat Surat Peringatan II. Jika mahasiswa tersebut masih melakukan tindakan kecurangan pada kesempatan ujian lainnya akan mendapat nilai F dan Surat Peringatan III dan jika mahasiswa tersebut masih melakukan tindakan kecurangan untuk ketiga kalinya maka mahasiswa yang bersangkutan akan diberikan hukuman berupa pencabutan status sebagai mahasiswa Universitas Multimedia Nusantara.
4. Peserta ujian hadir 15 menit sebelum ujian dimulai.
5. Batas keterlambatan bagi mahasiswa untuk hadir dalam ujian adalah 15 menit. Jika mahasiswa yang bersangkutan terlambat lebih dari batas waktu yang ditentukan, mahasiswa tersebut tidak diizinkan mengikuti ujian.
6. Mahasiswa wajib membawa alat tulis dan tidak diperkenankan untuk meminjam kepada teman saat ujian sedang berlangsung.
7. Mahasiswa dilarang mengaktifkan telepon genggam / alat komunikasi selama ujian berlangsung.
8. Peserta ujian wajib mengenakan seragam yang telah ditentukan Program Studi, termasuk saat ujian Mata Kuliah Dasar Umum.
9. Mahasiswa wajib menandatangani daftar hadir ujian yang diedarkan oleh pengawas sebagai bukti kehadiran ujian.
10. Mahasiswa tidak diperkenankan meninggalkan ruang ujian selama ujian berlangsung, kecuali bila ujian telah berlangsung minimal 60 menit.
11. Mahasiswa wajib mengalungkan kartu tanda mahasiswa.
12. Mahasiswa yang tidak mematuhi ketentuan tersebut, tidak diperkenankan mengikuti ujian.

Ketentuan Ujian Susulan
Pasal 19

1. Ujian Susulan adalah UTS dan atau UAS tersendiri yang diselenggarakan bagi mahasiswa yang berhalangan mengikuti ujian di jadwal reguler karena:
   a. Ditugaskan oleh UMN untuk mengikuti kegiatan internal dan/atau eksternal.
   b. Jika ada anggota keluarga inti (ayah/ ibu/ kakak kandung/adik kandung/ kakek / nenek) yang meninggal dengan disertai bukti yang mendukung (seperti kartu keluarga, surat keterangan meninggal dunia).
   c. Mahasiswa yang bersangkutan menjalani rawat inap di rumah sakit disertai dengan Surat Keterangan dari Rumah Sakit.
   d. Mahasiswa menderita sakit keras/penyakit keras yang menular disertai dengan hasil laboratorium yang mendukung.
2. Persyaratan Ujian Susulan:
   a. Permohonan ujian susulan dilakukan secara online melalui gapura.umn.ac.id dan menyerahkan bukti administrasi ke Student Services dalam waktu maksimal 7 (tujuh) hari setelah periode ujian berakhir dengan membawa surat yang telah disebutkan pada ayat 19.1.

b. Kesempatan ujian susulan hanya diberikan satu kali per mata kuliah sesuai dengan jadwal yang telah ditentukan oleh UMN.

c. Mahasiswa tersebut tidak sedang terkena sanksi akademik.

3. Nilai maksimal untuk ujian susulan adalah 85, kecuali bagi mahasiswa yang menjalankan tugas yang diberikan oleh Universitas dengan persetujuan Wakil Rektor III.

Ketentuan Penilaian
Pasal 20

1. Bobot masing–masing penilaian untuk setiap mata kuliah adalah sebagai berikut:
    a. Tugas : 25%
    b. PASS : 10%
    c. UTS : 30%
    d. UAS : 35%

    Berdasarkan Surat Keputusan Rektor Universitas Multimedia Nusantara No. 146/SK-R/VI/2020 tentang Pelaksanaan Kuliah Semester Ganjil 2020/2021 Universitas Multimedia Nusantara, dan Surat Edaran No.103/WRI/VI/2020 tentang Kegiatan Pembelajaran Daring (Online) Semester Ganjil 2020/2021, maka kegiatan pembelajaran secara daring harus sesuai dengan model pembelajaran daring yang benar, untuk memastikan tercapainya capaian pembelajaran setiap mata kuliah. Sehubungan dengan hal tersebut, menyesuaikan penilaian kegiatan pembelajaran daring dengan komposisi sebagai berikut:

    a. Aktivitas: 40%
    i. Pre-class
    ii. Activity/Interactivity Class
    iii. Post-class
    b. UTS: 25%
    c. UAS: 35%

2. Dosen Koordinator Mata Kuliah diperkenankan untuk mengajukan usulan bobot penilaian yang berbeda dari poin 1 dengan mengisi formulir komposisi penilaian yang sudah mendapat persetujuan dari Ketua Program Studi, dan menyerahkannya kepada Biro Informasi Akademik (BIA).

3. Nilai akhir ditentukan berdasarkan hasil evaluasi dari bentuk penilaian di atas.

4. Nilai akhir diumumkan dalam bentuk nilai huruf A, A-, B+, B, B-, C+, C, D, E dan F.

5. Bagi mahasiswa:
    Setelah melihat nilai ujian pada Sistem Informasi Akademik UMN (MyUMN), mahasiswa diperkenankan mengajukan peninjauan nilai ujian maupun nilai tugas melalui gapura.umn.ac.id. Apabila setelah dilakukan peninjauan ternyata tidak ada kesalahan dalam penilaian maka nilai mahasiswa tersebut dikurangi 10 poin.

Nilai bobot ditentukan sebagai berikut:

Nilai Angka	Nilai Huruf	Bobot	Keterangan
85-100	A	4	Sangat Baik
80-84.99	A-	3.7	Baik
75-79.99	B+	3.3	
70-74.99	B	3.0	
65-69.99	B-	2.7	Cukup
60-64.99	C+	2.3	
55-59.99	C	2.0	Kurang
45-54.99	D	1.0	Sangat Kurang
0-44.99	E	0	Pelanggaran Akademik
	F	0	

Ketentuan Evaluasi Studi
Pasal 21

1. Evaluasi studi dimaksudkan untuk menentukan kelayakan dan kemampuan mahasiswa dalam melanjutkan studinya di UMN.
2. Evaluasi studi dilakukan secara berkala pada setiap akhir semester.
3. Evaluasi studi didasarkan pada Indeks Prestasi Semester (IPS), Indeks Prestasi Kumulatif (IPK) dan jumlah sks yang telah diambil pada saat evaluasi dilaksanakan.
4. Evaluasi studi I dilakukan pada akhir semester II mahasiswa dengan ketentuan jika Indeks Prestasi Kumulatif (IPK) < 2,00 akan mendapatkan Surat Peringatan.
5. Untuk program Diploma Tiga Perhotelan, evaluasi studi II dilakukan pada akhir semester IV mahasiswa dengan ketentuan jika Indeks Prestasi Kumulatif (IPK) < 2,00 atau jumlah sks lulus kurang dari 72 sks akan mendapat Surat Peringatan.

Sanksi Akademik
Pasal 22

Sanksi Akademik akan diberikan kepada mahasiswa dengan ketentuan sebagai berikut:
1. Mahasiswa yang dalam dua semester berturut–turut tidak menunjukkan peningkatan prestasi akademik (IPS < 2,0) akan mendapatkan Surat Peringatan Pertama dari Ketua Program Studi.
2. Mahasiswa yang dalam tiga semester berturut–turut tidak menunjukkan peningkatan prestasi akademik (IPS < 2,0) akan mendapatkan Surat Peringatan Kedua dari Ketua Program Studi dan diminta menandatangani surat perjanjian kesanggupan meningkatkan prestasi akademik dengan sepengetahuan orang tua/wali mahasiswa yang bersangkutan.
3. Mahasiswa yang dalam 4 (empat) semester berturut–turut tidak menunjukkan peningkatan prestasi akademik (IPS< 2,0) akan dicabut status kemahasiswaannya.

4. Mahasiswa yang dalam dua semester berturut-turut tidak melakukan registrasi ulang (Kartu Rencana Studi/ KRS online) atau pengisian formulir cuti akademik maka mahasiswa yang bersangkutan dianggap mengundurkan diri dari Universitas Multimedia Nusantara.

Kerja Magang
Pasal 23

1. Kerja Magang merupakan satu diantara kewajiban-kewajiban akademis yang harus dilakukan oleh setiap mahasiswa Universitas Multimedia Nusantara.
2. Kerja magang dilaksanakan dengan tujuan agar mahasiswa:
   a. Dapat menyelesaikan masalah-masalah yang dihadapi di dunia kerja sesuai dengan standar profesionalisme yang ada di industri;
   b. Mengembangkan pengetahuan dan kemampuan yang didapatkan dari program kerja magang;
   c. Mendapatkan pelatihan dan pengalaman kerja sesuai dengan bidangnya;
   d. Mengaplikasikan pengetahuan dan keahlian yang telah dipelajari di kampus dengan dunia industri.
3. Sebelum mengikuti kerja magang, mahasiswa diwajibkan untuk mengikuti pembekalan magang yang diadakan oleh bagian karier UMN bersama dengan program studi.
4. Pemilihan tempat magang dan bidang kerja harus sesuai dengan bidang keilmuan yang telah dipelajari agar dapat langsung diterapkan di industri.
5. Selama kerja magang, mahasiswa dibimbing oleh dosen pembimbing magang yang ditunjuk oleh program studi.
6. Di tempat magang, mahasiswa akan dibimbing oleh seorang Pembimbing Lapangan (Supervisor). Pada akhir masa magang, mahasiswa menyusun laporan magang dan mempresentasikannya di hadapan tim penguji.
7. Mahasiswa Program Studi Perhotelan wajib melaksanakan kerja magang dua periode untuk memenuhi kewajiban akademis dengan jangka waktu pelaksanaan kerja magang dilaksanakan minimum 20 minggu per periode.

Ketentuan Pengambilan Kerja Magang
Pasal 24

Mahasiswa yang bermaksud menempuh mata kuliah Kerja Magang wajib memenuhi semua persyaratan sebagai berikut:
1. Telah memenuhi persyaratan akademik.
2. Terdaftar sebagai mahasiswa aktif Universitas Multimedia Nusantara.
3. Telah lulus mata kuliah inti yang diwajibkan pada semester yang ditentukan.
4. Nilai IPK pada semester yang telah ditempuh tidak kurang dari 2,75 untuk magang pertama dan 3,00 untuk magang kedua.

5. Tidak ada nilai E dan F untuk semua mata kuliah.
6. Mengikuti pembekalan magang.
7. Telah memenuhi kewajiban keuangan.

Laporan Proyek Akhir
Pasal 25

1. Proyek Akhir disusun oleh mahasiswa untuk memenuhi salah satu persyaratan mencapai pendidikan Program Diploma Tiga.
2. Untuk menyelesaikan jenjang pendidikan Diploma Tiga di Universitas Multimedia Nusantara, mahasiswa diwajibkan untuk mempresentasikan proyek akhir di hadapan dewan penguji dan mengumpulkan laporan proyek akhir sesuai dengan ketentuan program studi.
3. Penyusunan laporan proyek akhir dilakukan secara perseorangan dan dibantu dosen pembimbing yang ditunjuk Ketua Program Studi.

Ketentuan Pengambilan Proyek Akhir
Pasal 26

1. Persyaratan Akademik
   Mahasiswa dapat mengambil mata kuliah proyek akhir dengan persyaratan akademik sebagai berikut:
   a. Telah menyelesaikan mata kuliah Pre-Final Project (HO556);
   b. Telah menyelesaikan minimal 90 sks dengan IPK ≥ 2,75;
   c. Jika ada pengulangan mata kuliah, maksimal pengulangan adalah 2 (dua) mata kuliah;
   d. Telah menyelesaikan satu program magang dan seluruh mata kuliah inti dengan nilai minimal C.
2. Persyaratan Administrasi
   a. Terdaftar sebagai mahasiswa aktif Universitas Multimedia Nusantara;
   b. Mendaftar mata kuliah Pre-Final Project (HO556) di semester 5;
   c. Membayar biaya sks mata kuliah Final Project (HO652) di semester 6.
3. Pengajuan Proposal Proyek Akhir
   a. Proposal Proyek Akhir diajukan sesuai dengan Final Project Guidebook.
   b. Pengajuan Proposal Proyek Akhir sesuai dengan batas waktu yang telah ditentukan oleh program studi.
4. Bimbingan Proyek Akhir
   a. Bimbingan Proyek Akhir dapat dilaksanakan oleh mahasiswa setelah pengumuman dosen pembimbing yang ditetapkan oleh Ketua Program Studi.
   b. Masa bimbingan Proyek Akhir maksimal adalah satu semester, terhitung sejak ditetapkannya Surat Keputusan Pembimbing. Bila mahasiswa tidak dapat menyelesaikan proyek akhir dalam waktu yang telah ditentukan, mahasiswa yang bersangkutan wajib menjalani proses bimbingan proyek akhir dari awal.

c. Penulisan Proyek Akhir disusun berdasarkan sistematika dan kaidah-kaidah penulisan yang telah ditetapkan.

5. Sidang Proyek Akhir

a. Sidang proyek akhir diselenggarakan jika proposal telah disetujui oleh dosen pembimbing dan mahasiswa telah memenuhi semua ketentuan yang disyaratkan.

b. Sidang proyek akhir diselenggarakan dalam bentuk pameran dengan periode yang telah ditetapkan oleh Program Studi.

c. Lama sidang proyek akhir adalah 340 menit, terdiri atas persiapan, presentasi, sesi tanya jawab dan pembersihan area.

d. Apabila ada mahasiswa yang gagal dalam sidang proyek akhir, maka mahasiswa yang bersangkutan akan mendapatkan nilai D dan harus mengambil KRS Pre-Final Project dan Final Project pada semester berikutnya.

Yudisium

Pasal 27

1. Yudisium adalah penentuan kelulusan program diploma dengan ketentuan sebagai berikut:

a. Jumlah total sks yang telah ditempuh dan lulus sesuai dengan ketentuan program studi yakni 114 SKS.

b. Indeks Prestasi Kumulatif (IPK) sekurang–kurangnya 2,50, dan tidak ada nilai D, E dan/atau F.

c. Telah menyelesaikan kerja magang dan lulus ujian kerja magang.

d. Telah menyelesaikan proyek akhir dan lulus ujian proyek akhir.

e. Telah memenuhi 20 poin Satuan Kredit Kegiatan Mahasiswa (SKKM). Ketentuan SKKM mengacu pada Buku Panduan Kemahasiswaan.

f. Telah memenuhi persyaratan keuangan dan perpustakaan.

2. Mahasiswa yang dinyatakan lulus yudisium dapat melihat pengumuman pada Sistem Informasi Akademik UMN (My UMN) dan dapat mendaftarkan diri untuk mengikuti wisuda.

3. Wisuda adalah peresmian atau pelantikan menjadi ahli madya Diploma Tiga yang dilakukan dengan upacara khidmat.

Ketentuan Masa Studi

Pasal 28

1. Batas waktu yang dipersyaratkan untuk menyelesaikan program D-3 adalah tidak lebih dari 10 (sepuluh) semester mulai dari saat terdaftar sebagai mahasiswa. Masa studi 10 semester termasuk cuti akademik. Apabila ternyata sampai batas masa studi yang ditentukan, mahasiswa belum dapat menyelesaikan studinya, maka status kemahasiswaannya dicabut dari Universitas Multimedia Nusantara.

Predikat Kelulusan
Pasal 29

Predikat Kelulusan:

1. Predikat kelulusan terdiri atas tiga (3) kategori yaitu memuaskan, sangat memuaskan dan dengan pujian.
2. IPK adalah dasar untuk menentukan predikat kelulusan program Diploma Tiga:
   a. IPK 2,76 – 3,00 : memuaskan
   b. IPK 3,01– 3.50 : sangat memuaskan
   c. IPK 3,51 – 4,00 : dengan pujian (with distiction)
3. Predikat dengan pujian (with distinction) diberikan dengan syarat:
   a. Nilai minimal untuk semua mata kuliah adalah B.
   b. Tidak pernah mengulang mata kuliah.
   c. Masa studi tidak melebihi 6 semester aktif untuk program Diploma Tiga.
   d. Tidak pernah melakukan pelanggaran baik akademik maupun non akademik.

Cuti Akademik
Pasal 30

1. Mahasiswa yang boleh mengajukan Cuti Akademik adalah mereka yang telah melaksanakan perkuliahan minimal 40 SKS.
2. Cuti Akademik adalah cuti yang diberikan melalui keputusan Kaprodi atas dasar surat permohonan mahasiswa yang bersangkutan dengan alasan yang sah.
3. Cuti Akademik dapat diberikan paling lama 2(dua) semester selama studi, secara berturut-turut atau tidak.
4. Nilai mata kuliah yang sudah pernah ditempuh tetap berlaku saat Cuti Akademik.
5. Masa Cuti Akademik diperhitungkan dalam masa studi.
6. Kewajiban mahasiswa saat menjalankan cuti akademik:
   a. Melakukan pembayaran biaya tetap semester.
   b. Mahasiswa tidak diperkenankan mengikuti semua kegiatan akademik dan kemahasiswaan.
   c. Selambat-lambatnya 1(satu) bulan sebelum berakhirnya Cuti Akademik, mahasiswa wajib mengajukan surat permohonan kepada Kaprodi Perhotelan bahwa terhitung semester yang akan datang akan aktif kembali dengan syarat telah menyelesaikan semua kewajiban Administrasi Akademik dan Keuangan yang berlaku.
7. Prosedur cuti akademik, diatur sebagai berikut:
   a. Mengisi formulir dengan melampirkan KHS dan KRS semester terakhir;
   b. Mengajukan surat permohonan cuti akademik yang telah disetujui orang tua, dan ditujukan kepada Ketua Program Studi; surat permohonan cuti akademik diajukan pada saat perubahan KRS, jika melewati batas waktu yang telah ditentukan (maksimum minggu ke-2

perkuliahan) permohonan cuti tidak dapat diproses, kecuali pada kondisi tertentu di luar kewajaran.

c. Saat mengajukan permohonan aktif kembali, mahasiswa wajib mengajukan permohonan tertulis kepada Kaprodi dengan melampirkan fotokopi Surat Keputusan Cuti Akademik. Surat permohonan aktif kembali diajukan selambat-lambatnya 1 (satu bulan) sebelum awal semester/perkuliahan semester yang bersangkutan dimulai.

8. Mahasiswa yang tidak aktif bukan karena Cuti Akademik (tidak mengajukan permohonan Cuti Akademik) maka masa studi selama tidak aktif diperhitungkan.

Alih Program Studi
Pasal 31

Alih program studi di UMN dapat dilakukan, dengan ketentuan–ketentuan sebagai berikut:

1. Mahasiswa wajib mengikuti tes psikotest minat dan bakat di konselor UMN.
2. Mahasiswa mengisi formulir permohonan alih program studi. Formulir alih program studi disetujui oleh orang tua/wali mahasiswa yang bersangkutan dan diserahkan kembali kepada Student Service dengan menyertakan fotokopi KTP orang tua dan fotokopi Kartu Keluarga (KK).
3. Mahasiswa wajib berkonsultasi dengan Ketua Program Studi asal dan Ketua Program Studi tujuan. Permohonan alih program studi tersebut harus disetujui oleh Ketua Program Studi asal dan Ketua Program Studi tujuan.
4. Alih program studi dapat dilakukan atas pertimbangan akademik dengan melihat kemajuan prestasi akademik. IPK minimal untuk mengajukan permohonan alih program studi adalah 2,0.
5. Alih program studi dilaksanakan pada akhir semester II.
6. Alih program studi hanya diperkenankan satu (1) kali selama masa studi.
7. Mahasiswa alih program studi tidak mempunyai tunggakan kewajiban, baik terkait dengan bagian keuangan maupun perpustakaan.
8. Mahasiswa alih program studi membayar biaya administrasi yang besarnya sama dengan biaya tetap semester saat tahun akademik perpindahan sesuai dengan program studi yang dituju.
9. Mahasiswa alih program studi membayar selisih uang pangkal tahun angkatan mahasiswa yang bersangkutan bila uang pangkal Program Studi tujuan lebih tinggi daripada uang pangkal Program Studi asal.
10. Mata kuliah yang diakui adalah mata kuliah yang memiliki beban sks, materi yang sesuai dengan mata kuliah program studi yang dituju dengan nilai minimal C.

Prosedur Pengunduran Diri Mahasiswa
Pasal 32

1. Pengunduran diri mahasiswa dilakukan selambat-lambatnya pada minggu ke-5 pada setiap semester.
2. Mahasiswa mengisi formulir pengunduran diri di *Student Service* dan melengkapi persyaratan-persyaratan yang diperlukan.

Prosedur Mahasiswa Pindahan dari Perguruan Tinggi Lain
Pasal 33

1. Universitas Multimedia Nusantara menerima pindahan mahasiswa dari universitas lain bersamaan dengan masa penerimaan mahasiswa baru.
2. Mahasiswa yang bersangkutan berasal dari perguruan tinggi lain yang setidaknya memiliki status akreditasi program studi yang sama atau lebih tinggi.
3. Mahasiswa yang bersangkutan tidak sedang terkena sanksi dan dinyatakan dalam surat keterangan Rektor/Dekan/Ketua Program Studi dari perguruan tinggi asal.
4. Mahasiswa yang bersangkutan telah menyelesaikan minimal dua semester dan maksimal enam semester, dengan IPK sekurang–kurangnya 2,75 dan wajib mengikuti tes (bidang studi, wawancara, bebas narkoba, dll.) yang diselenggarakan oleh Program Studi tujuan.
5. Mata kuliah yang diakui adalah mata kuliah yang memiliki beban sks, materi yang sesuai dengan mata kuliah program studi yang dituju dengan nilai minimal B.

MARS UNIVERSITAS MULTIMEDIA NUSANTARA

do = A 4/4 Tempo dimarcia
Syair dan Lagu : P.M. Winarno, Y. Budi Susanto
Tata Suara: Totok Pujianto