

# CHAPTER I

## INTRODUCTION

### 1.1 Background of Study

The hospitality industry is getting more attention now and this industry have many opportunities for career growth and development. In this industry, internships are extremely important for bridging the knowledge gap between academic and real-world experience. In one of Indonesia's most popular tourist spots which is Bali, there are many five star hotel and W Bali Seminyak is well-known for its outstanding service, creative design, and dedication to giving visitors an amazing stay. This internship's main goal is to give intern an experience of the hospitality sector through practical experience working at a luxury hotel. In addition to learning from experts and actively participating in daily operations, interns are expected to support the hotel to improve guest satisfaction and operational efficiency. The goal of this program is to help interns grow professionally, acquire useful skills, and get ready for the competitive field in hospitality. Through this internship interns will acquire not only practical knowledge but also critical soft skills like problem-solving, communication, and team work.

W Bali Seminyak is different from the other five star's hotel because W Bali Seminyak have some funky vibes and marketed towards younger age group that makes the hotel have a more relaxed work environment than the other five-star hotel under Marriot international group and that was the reason the author choosing this five-star hotel as the place to do the internship for 6 month. In W Bali Seminyak every trainee will get 4 differrent section through the 6-month internship and the section that the trainee get will be determined by the hotel, all of the trainee will have the opportunities to learn in one section for 6 weeks. The Author got the opportunities to be in cold kitchen, pastry, starfish bloo breakfast and butcher. Through this internship, the author is able to improve her skills and

knowledge and also implement what the author have learn in Ottimmo. The author also got a new culinary skill and learn new recipe in the kitchen besides that the author also gain real-world work experience through this 6-month internship besides that the author also gain some connection with the professional chef that work in W Bali Seminyak. W Bali Seminyak also teaches how to work as a team and to work fast to complete the guest demand.

## **1.2 Industrial Training Objectives**

1. To know more about industrial kitchen
2. To improve knowledge about working life in culinary industry
3. To develop a responsibility and discipline as a professional chef
4. To develop networking with other chef for future career in F&B industry

## **1.3 The Benefits of Internship**

### **1.3.1 For Student**

1. Expand connection with people in the same industry
2. Gain experience as a team
3. Experience how to communicate with the guest and satisfy their demand
4. Preparing ourself to enter the working life
5. Gain new experience to work under the professional chef

### **1.3.2 For Ottimmo International**

1. Make Ottimmo known to other company
2. Get relation with five-star hotel
3. As a measurement for student to apply their knowledge and theory

### **1.3.3 For W Bali Seminyak**

1. Get free human resource
2. Get relation with culinary school
3. Selection of potential trainee to be future employees
4. Get promoted by the trainee for the next batch training student.