

BIBLIOGRAPHY

The Phuket News. (2019). DoubleTree by Hilton opens 290-room Phuket Banthai Resort. Retrieved from <https://www.thephuketnews.com/doubletree-by-hilton-opens-290-room-phuket-banthai-resort-72772.php>

APPENDIX

Tom Sutherland 12/18/23 - 12/23/23 [Edit](#) ● Post-Departure

[Block](#) | [Opt Out](#)

[Add Tag](#) [Confirmation #: 3452536438](#) [Hilton Honors #: 1571606100](#)

[Hilton Honors Tier: Diamond](#)

[+ More \(5\)](#)

Kanokwan S: Just checking in--how is your stay going so far? How would you rate your stay 1-10 (10 being best). Please feel free to text us anytime for assistance! [Translate](#)

[Sent](#) | Dec 20 1:31 PM | [Status Check](#)

Archived by Kanokwan Sisaisaeng as Complaint on Dec 18 9:21 PM


Guest: Hi, I just wanted to drop you a message with some feedback on my recent stay. We had a fantastic time, all the staff we interacted with were wonderful and friendly. The pool bar and breakfast were one of the best I have experienced in my stays with Hilton brands. Special mention to: Mona, Katty, Chai, Timmy, Violin, front desk team and housekeeping. The only downside was the initial room (which I understand I booked), but this was swiftly sorted by the team. Very well done to all and thank you. Looking forward to my return visit! [Translate](#)

Dec 25 9:59 PM | [Departure](#)

[Hilton Honors App](#) [Hilton Honors](#)

[Quick Reply](#) [Note](#) [Follow Up](#)

DoubleTree by Hilton Phuket Banthai Resort


 **sasha**
Montpellier, France

★★★★★

Very good experience
May 2024 • Solo

Superb hotel, excellent location, staff are top notch. The restaurant and bar are great too, a well-stocked menu of Thai and Western food, the bar offers very good cocktails in addition to happy hour discounts and it is located right in front of the square so you can admire the sunset. Thank you to the whole team and in particular to Susan at the bar who is adorable, the same for Violin in the kitchen who prepares very good dishes and also to Chompu as a waitress who is very professional in addition to being adorable, n' don't hesitate to chat with! Thanks to them

Tip: Rien à redire
powered by **Google Translate**




Written 05/21/24

This review is the subjective opinion of a Tripadvisor member and not of Tripadvisor LLC. Tripadvisor performs checks on reviews.


Explore Search Plan Review Account

DoubleTree by Hilton Phuket Banthai Resort



Written 05/21/24

This review is the subjective opinion of a Tripadvisor member and not of Tripadvisor LLC. Tripadvisor performs checks on reviews.

 **DoubleTree by Hilton Phuket Ba...**
Marketing at DoubleTree by Hilton Phuket B...

Dear Khun FarAway30400692051,

Thank you for your wonderful review! We're delighted to hear that you enjoyed our superb location, top-notch staff, and great restaurant and bar. We're especially pleased to hear your kind words about Khun Susan, Khun Violin, and Khun Chompu. Your compliments will be shared with the team. We look forward to welcoming you back soon!

Warm regards,
DoubleTree by Hilton Phuket Banthai Resort

[Read less](#) ^

Written May 23, 2024

This response is the subjective opinion of the management representative and not of Tripadvisor LLC.

Explore Search Plan Review Account







Certificate of Completion

This to certify that

Ms. Aurelia Violin Tanjung

Has completed the internship program
In Food and Beverage Kitchen Department
From 13th December 2023 to 12th June 2024

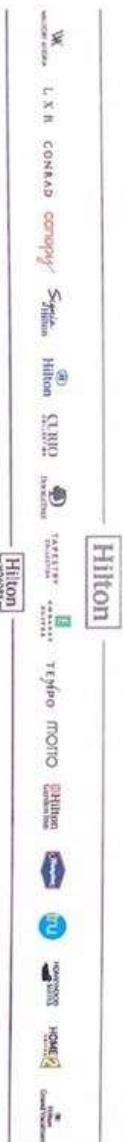
Mc Arch HILTON Mc Arch HOSPITALITY



Orravadee Santamano
Director of Human Resources



Christoph Weidemann
General Manager





Akademi Kuliner & Pastry
OTTIMO
 INTERNATIONAL

CONSULTATION FORM
INDUSTRIAL TRAINING /
FOODPRENEURSHIP

Name : Aurelia Viona Tanjung
 Student Number : 2131413010021
 Advisor : Novi Tindah, Bernita Sari, ST, MSc

No	Date	Topic Consultation	Name/ Signature
1.	17 / 05-24	Format Penulisan	
2.	29 / 05-24	Chapter II : History, Vision, Mission, Values of Doubletree Hotel	
3.	31 / 05-24	Approval, ttd dari: Pihok hotel	
4.	13 / 06-24	Chapter III : Job Description	
5.	21 / 06-24	Chapter IV : Product	
6.	25 / 06-24	Chapter I : Organizational Structure, Man Task, Hygiene	

No	Date	Topic Consultation	Name/ Signature
7.	26 / 06-24	Lengkapin Chapter I, Chapter II : Establishment	
8.	27 / 06-24	Lanjutan Chapter I : hygiene & sanitation dan procedure of place	
9.	28 / 06-24	Bab IV : Revisi: Chapter II	
10.	30 / 06-24	Revisi: Chapter III & margin, number of line	
11.	1 / 07-24	Finishing Chapter IV & Revisi	
12.	1 / 07-24	Final Check	

Internship Appraisal Form



AKADEMI KULINER & PATISERI
OTTIMMO[®]
INTERNASIONAL
CULINARY ARTS · GASTRONOMY · BAKING & PASTRY ARTS

INTERNSHIP

PLACE: DoubleTree by Hilton Phuket Banthai Resort

First Name Aurelia Vidin Last Name Tanjung

Review Period/s : Monthly Quarterly Bi-annually Annually Date Joining
:13th December 2023

Intern's Position : Trainee Department : F&B Kitchen

REVIEW DATE : 12th June 2024 Direct Supervisor : Jirapong Phetnarong x

GRADING FACTORS

1. ORGANIZATIONAL & COMMUNICATION

Staffs Relations

Consistently demonstrates: attentiveness, courtesy and efficient service to other staff.
Creates friendly environment.

4

Team Player

Cooperates and works well with others. Enthusiastic, portrays a positive manner and
Works toward the Company's goal/s.

3.5

Follow -Through

Sees tasks through completion. Finishes work so that next shift is prepared.

4

2. CUSTOMERS INTERACTIONS

Customer Relations (*if any)

Consistently demonstrates: attentive, courtesy and efficient service to customers.
Treat customers with Considerations and Respects

4

3. PERSONAL PRESENTATIONS

Grooming Standards

- Practices and displays proper grooming, personal hygiene and care.
- Maintains hair and facial hair (*if any) per proper F&B industrial standards

3

Uniforms

- Always wear the proper and designated uniform.

4

4. ON THE JOB & KNOWLEDGE

Dependability

- Can be counted upon to do what is expected and required
- Follow instructions and completes work on time with minimum supervision

4

Work Quality

- Work performed according to Chef's standard and on-site work requirements
- All job descriptions specification are met. Consistency in work. All recipes are followed

3.5

Work Quantity

- Complete the expected amount of work in relation to Company's standards

3.5

Grading Guidelines.

Using the 4 point scale below, fill up the following table:

- 4 - Exceeds expectations
- 3.5 - Somewhat Exceeds Expectations
- 3 - Meets expectations
- 2.5 - Somewhat meets expectations
- 2 - Less than expectations
- 1.5 - Somewhat less than expectations
- 1 - Inadequately short of expectations

Discussions/Notes;

She is a hard worker. She went above and beyond our expectations. She was able to plan each day well. Be alert to learning and also take good care of our customers.

PERFORMANCE SUMMARY * to be filled by OTTIMO International

TOTAL POINTS _____

RATING _____

ACTION PLANS FOR DEVELOPMENT NEEDS


1. _____
2. _____
3. _____
4. _____
5. _____

III. SIGNATURES

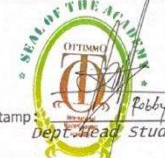
On-Site Manager/Owner/Chef

Signature & Stamp:  _____ Dated 1/06/2024

The Intern


Signature: Aurelia Violin Tanjung Dated 1/07/2024

OTTIMMO International MasterGourmet Academy

Signature & Stamp:  _____ Dated 28/06/2024
Dept. Head Student Affairs

RECAPITULATION OF INDUSTRIAL TRAINING ACTIVITIES

Name : Aurelia Violin Tanjung
 Study Program : D3 Culinary Arts
 Placement of *Industrial Training* : DoubleTree by Hilton Phuket Banthai Resort
 Field of Work : Egg Station
 Activity Notes : Month I

Week	Description of activities
First week	The first 2 day were taken around and introduced to all the sections in breakfast and kitchen. The next 3 days were given the responsibility in the juice and pan cake station, but also helped the egg station when it was crowded.
Week 2	This week is more of a rotation to all sections to get to know the kitchen people and what they do. So in one day I can go to help the Butcher with meat and seafood, help the Cold Kitchen cut fruit and organize it, help the Hot Kitchen and Thai Kitchen by preparing ingredients for a la carte menu.
Week 3-4	In the 3rd and 4th week, the kitchen team has started to give a little more responsibility such as helping with receiving the food ingredients in the Food Storage Building, processing raw food into seasoned food ingredients for a la carte stock in freezer, and helping with light events such as Christmas Pool Party, and New Year Buffet.

Field of Work : Egg Station

Activity Notes : Month II, III, and IV

Week	Description of activities
Week 5-6	During these 2 weeks, Chef gave me more time at the egg station. From learning how to make egg dishes, noodle soup, to wok vegetables. Not only that, we are also required to interact with guests so that they feel happy. Learn to prepare the ingredients that will be used tomorrow morning again for breakfast after closing.
Week 7	In week-7, the chef asked me to trial menu cook Indonesian food for the Hotel Project, "Indonesian Halal Food Project". In addition, the chef also gave me a project assignment to create a daily job desk for egg station.
Week 8-9	From week 6 to week 9, the chef gave a 3-week challenge to be able to handle the egg station alone and teach the new trainees at the egg station.
Week 10	This week I was tested to handle my own egg station and have to be able to manage my time so that the preparation work can be completed faster so that I can learn and help with the a la carte menu.
Week 11 – 13	In these weeks, the chef started to teach some easy a la carte menus such as how to make pizza and burger orders. Also invite discussion to brainstorm ideas for the next project. In week 12, the Head of Front Office Department incorporated me into one of the hotel's biggest projects, Journey Ambassador DoubleTree by Hilton Phuket. He entrusted me to follow this project until my last day at this hotel which is more than 3 months.
Week 14 - 16	In the middle of the 3rd month, I can take full control of the egg station because it has been done regularly so the chef entrusted the egg station completely to me and added 3 special egg menus.

Field of Work : Egg Station

Activity Notes : Month V

Week	Description of activities
Week 17 – 18	During these 2 weeks, Chef gave me more time at the egg station. From learning how to make egg dishes, noodle soup, to wok vegetables. Not only that, we are also required to interact with guests so that they feel happy. Learn to prepare the ingredients that will be used tomorrow morning again for breakfast after closing.
Week 19	Since this is my last week in the morning shift, I finished all the projects that had to be trial menu for the Indonesia Halal Food Project given by the chef.
Week 20	This week I moved to the afternoon shift which means I have to adapt again and learn many new things again. In this first week, I only did easy dishes like snacks.

Field of Work : Egg Station

Activity Notes : Month VI

Week	Description of activities
Week 21 – 22	In this week, I really forced myself to learn how to remember condiments for each menu so that I could make some western food and Thai food dishes. In week 18 the chefs have given me the trust to cook certain menus for incoming orders.
Week 23	In this week 23, I was very busy moving around sometimes in the afternoon shift, sometimes in the morning shift because of the project "Indonesian Halal Food Project" which requires me to prepare everything myself from ingredients, processing, to serving to guests. Because in the following week I have to present it to the General Manager, and all Had Department.
Week 24	From week 23 to this week, I focused more on my presentation this week. Everything went well, even the General Manager was very satisfied with my presentation. After the presentation, I refocused on asking the chef about the recipes.
Week 25	This was the last week of my internship, so I was mostly at the HRD office, Chef's office for files needed for the campus such as certificates, chef signatures and others before returning to Indonesia.
Week 26	I returned to Indonesia 11 days earlier than the last day written on the certificate because my visa expired a week earlier and also I had 11 days of leave savings.



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CULINARY ARTS GASTRONOMY BAKING & PASTRY ARTS

Student Name : Aurelia Violin Tanjung
Student Number : 2174130010027
Exam Day & Date : Senin, 8 Juli 2024
Lecture : Novi Indah Permata Sari, S.T., M.Sc.
(19951109 2202 083)

No	Correction List	Page	Approval
	<i>Good Job!</i>		

Acknowledge,
Advisor

(Novi Indah Permata Sari, S.T., M.Sc.)
19951109 2202 083



Akademi Kuliner & Patiseri

OTTIMMO
INTERNASIONAL

CULINARY ARTS GASTRONOMY BAKING & PASTRY ARTS

Student Name : Aurelia Violin Tanjung
Student Number : 2174130010027
Exam Day & Date : Senin, 8 Juli 2024
Lecture : Ryan Yeremia Iskandar, S.S.
(19821218 1601 023)

No	Correction List	Page	Approval
	lihat notes		

Acknowledge,
Advisor

(Novi Indah Permata Sari, S.T., M.Sc.)
19951109 2202 083



Akademi Kuliner & Patiseri

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INTERNASIONAL

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No	Correction List	Page	Approval
	lihat notes		

Acknowledge,
Advisor

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