

CHAPTER I

INTRODUCTION

1.1 Background of Study

Bali is one of the tourist cities located in Indonesia and is one of the destinations that many tourists, both domestic and international, want to visit. Besides having easy access, Bali also boasts natural beauty and unique culture. With the increasing number of tourists coming to Bali, the government is continuously improving and enhancing facilities to support the needs of visitors. This includes providing adequate healthcare facilities, excellent airports, and constructing toll roads to reduce traffic congestion.

Bali once hosted the G20 Summit in 2022, with the event taking place at the Apurva Kempinski Bali Hotel located in the southern region of Nusa Dua, Bali. As a result, this hotel maintains high-quality and prestigious service standards. That's one reason why I chose the Apurva Kempinski as the location for my 6-month internship. Additionally, I aim to gain deeper insights into the culinary world and enhance my cooking skills while working alongside a great team.

During the 6 month period, I was given the opportunity to work in 2 different outlets. At the beginning of my internship, I was assigned to Pala Restaurant and joined the breakfast team. Our task was to prepare breakfast for hotel guests staying in deluxe rooms. I remained part of the breakfast team for 4 months, from early December until the end of March.

In the second outlet, I was given the opportunity to join the main kitchen team, which had a wide scope of responsibilities. In the main kitchen, I was assigned to the cold kitchen section where my tasks included preparing salads, cutting fruits, and preparing food for à la carte orders as well as for the dining room.

1.2 Industrial Training Objective

- Training self-discipline and responsibility.
- To learn and understand how to operate production equipment found in the kitchen.
- Building friendships and networking with chefs.
- Learning how to serve food according to the standards set by the hotel.

1.3 The Benefit of Internship

1.3.1 For Students

- Increasing experience in the working world, especially in the culinary field.
- Learning how to serve food in large portions.
- Learning to collaborate within a team during activities.
- Gaining confidence in communicating with guests, as well as adhering to proper etiquette.
- Understanding the process of ordering, receiving, storing, and labeling food items.

1.3.2 For Ottimmo International

- Building collaborative work relations.
- To increase Ottimmo International's visibility among people.
- Providing insights to other students about the real working world through the experiences of seniors.

1.3.3 For Apurva Kempinski

- Getting employees for hotel.
- Being able to secure permanent employees through this internship process.
- Establishing new relations with schools so that there will be new interns in the future.