

# CHAPTER I

## INTRODUCTION

### 1.1. Background of Study

Rinandiyana et al. (2021) revealed that in the process of supporting students' abilities and preparation for the real world of work, universities are required to be able to provide facilities and support so that students are able to practice their skills through the implementation of work internships directly in the world of work and industry (Du / Di). In addition, the implementation of work internships facilitated by universities is also an effort to create quality and ready-to-use graduates. Thus, universities are considered to have achieved their goal as a place to prepare graduates who have academic abilities, to prepare graduates who have academic and professional abilities in certain fields which can certainly be applied in the midst of society.

Hotel is one type of accommodation that uses part or all of it for lodging services, food and beverage providers and other services for the general public that are managed commercially (Decree of the Minister of Parpostel no Km 94 / HK103 / MPPT 1987). Quality is not only found in goods or services, but also includes food products. According to Margareta and Edwin (2012), according to Dita (2010) the quality of food products has an influence on customer satisfaction, so it would be better if it can improve and maintain the quality of food products as the basis of marketing strategies.

According to West, Wood and Harger, Gaman and Sherrington and Jones in Margaretha and Edwin (2012) outline the factors that influence food quality as follows. That affect food quality are as follows: colour, appearance, portion, shape, temperature, texture, aroma, level of maturity, taste.

Cold kitchen has the task of making various kinds of salads, cold sauces, decorating food before serving, and making garnishes (Leonard, 2012). Appetiser or in English is called appetiser and in French is known as hor' s d'

oeuver. French is known as hor's d'oeuver. There are also those who call it as a starter or first course, namely an appetiser that is served in the first turn (Cahyana, 2013).

The author did this internship as a graduation requirement as well as to experience a real working situation, the reason the author chose JW Marriott is because the author think JW Marriott is a well-known hotel which is very strategically located in the middle of Surabaya. The author did my internship from 8 January 2024 to 7 July 2024.

## **1.2. Industrial Training Objective**

1. To produce interns who have a lot of experience and have high quality in the F&B field to get used to the real work environment.
2. To help increase knowledge in the field of culinary arts to the interns concerned.

## **1.3. The Benefits of Internships**

### **1.3.1. For Students**

1. Learn how to work well in a team.
2. Gain experience and skills.
3. Understand the operational workings of the hotel especially in the kitchen area.
4. Be better at managing time to be more efficient.

### **1.3.2. For Ottimmo International**

1. Adding relationships and expanding networks
2. Introduce Ottimmo to many people

### **1.3.3. For JW Marriott Surabaya**

1. Increased labour with a small salary
2. Networking for future careers