

CHAPTER I

INTRODUCTION

1.1 Background of Study

The Food and Beverage Department is a very important part of the hotel in managing and being responsible for food and beverage services. The staff who work in the food and beverage department must have extensive experience and knowledge of the culinary world in Indonesia and abroad. The staff must always follow developments in the culinary world. Therefore, many hotels in Indonesia have international standards which can broaden culinary experience and knowledge, such as hotels in Bali. Bali is one of the cities in Indonesia which is a tourist destination that is best known by local and foreign people because Bali offers various tourist attractions to tourists such as cultural, natural and culinary tourism. Therefore, Bali has many accommodations such as hotels and resorts.

The reason the Author chose Four Seasons Resort Jimbaran Bay to take the internship for 6 months because Four Seasons Resort Jimbaran Bay has the concept of the magical energy of Bali and the gentle nature of authentic balinese villages and resorts with unforgettable views and authentic artistic offerings bringing a deeper understanding of the island's stunning landscape and inimitable culture. Four Seasons hotels and resorts are available in various countries and also have private jet. Four Seasons is a hotel and resort that is known to many people. Four Seasons Resort Jimbaran Bay serves various kinds of food from Indonesia and various types of food from other countries. This report is written based on a completed internship at Four Seasons Resort Jimbaran Bay from 17 Januari 2024 - 16 July 2024. The Author wants to learn and gain experience in the culinary world of Indonesia and abroad, especially in the pastry and bakery so with this opportunity, the Author wants to improve the knowledge and skills in this place. Through this internship, the author also

received theoretical learning about basic knowledge in pastry and bakery, SOP and basic hygiene knowledge. In the pastry and bakery section, the working period is 8 hours and break time is 1 hour.

Through this internship, the author is able to improve and develop skills and knowledge. The author can also improve and develop creativity through the job responsibilities given and the final assignment given to kitchen trainees before the last day internship called chef table. The trainees are divided into groups according to departments during the internship. The trainee will prepare a food menu and will provide guidance with chefs or staff in their respective departments and carry out trials for the food. The chef table assessment will invite the superiors of the Four Seasons Resort Jimbaran Bay and lecturers from the trainees. The purpose of this chef table is to find out what skills and knowledge the trainees have gained during their 6 month internship at the Four Seasons Resort Jimbaran Bay.

1.2 Industrial Training Objective

1. To find out how to work in a industrial kitchen
2. To develop skills and knowledge in pastry and bakery
3. To develop a responsibility and discipline as a professional chef

1.3 The Benefits of Internship

1.3.1 For Students

1. Gain knowledge about correct work procedures such as how to process food properly and correctly, how to process food quickly and keep the hygiene standards
2. Gain experience to work as a team
3. Prepare students to enter and adapt the world of work
4. Expand connections in the world of work

1.3.2 For Ottimmo International

1. Establishing good cooperation between Ottimmo International and the hotel
2. Get a good image from the hotel, especially if students who train at the hotel can work well

1.3.3 For Four Seasons Resort Jimbaran Bay

1. Get human resources who can help with work at the hotel
2. Get prospective hotel employees who are trustworthy and educated, because it had been trained during training at the hotel