

# CHAPTER I

## INTRODUCTION

### 1.1 Background of Study

Hotel industry has grown bigger. The goals of hotels itself is to give people with food, shelters, refreshment, beatify services and goods. Many foreign tourists visit and enjoy the natural charm of this country. Because of the rapid development of the tourism industry in Indonesia, many people compete to become trainees or employees in this field. Personally the writer choose in the food and beverages department where the industry has become rapidly grown cause of the unique and new innovations created, in the food and beverages industry there are two department that runs in there. Food and beverage production that known as kitchen work in the cooking sections and make sure that all the food prepared for the guest are perfectly cooked or as expectations and then the food and beverage service where the writer choose to be on the job training section, services are more likely to do the service for the guest. Waiter that in charge of serving the food and beverages to the guest and fulfill their common needs and the bartender that make drinks for the guest, in kitchen they have cook in making drinks they have bartender.

The author's decision to select Vasa Hotel as an internship place for 6 months is because Vasa Hotel has five star hotel in Surabaya. The author has no previous experience either in a professional workplace or large-scale production of goods so the author's chose to train at a hotel because at Vasa Hotel there are many events especially birthday and wedding events that require the author's to work more quickly. The author aims to enhance their expertise and proficiency in the realms of pastry crafting and professional work environment. This report is written from the completed internship at Vasa Hotel Surabaya from 8<sup>th</sup> January 2024 – 10<sup>th</sup> July 2024. The author opted to pursue an internship at Vasa Hotel with the intention of expanding their comprehension of their abilities and gaining practical experience in the pastry

industry.

## **1.2 Industrial Training Objective**

- To develop skills in the application of theory to practical work situations.
- To provide familiarise with the industry of their discipline
- To build a good communication skill with group of workers
- To develop skills and techniques directly applicables to careers

## **1.3 The Benefits of Internship**

### **1.3.1 For Students**

- Gain confident in the workplace and abilities.
- Gain valuable exposure to how a business
- Gain experiences to work as a team
- To create a professional and responsible habit when working in the future
- Experiences how to communicate with guest and how to serve the dish
- Gain new experience to work under the proffesional chef leadership

### **1.3.2 For Ottimmo Internasional**

- Introducing Ottimmo to many more people outhere
- Get relation with outstanding local fine dining restaurant
- As a measurement of students to apply their knowlage and theory
- Explore a whole new world

### **1.3.3 For Vasa Hotel Surabaya**

- Get free human resources for the restaurant either kitchen
- Get relation with culinary school
- Get promoted by the trainee for the next student
- Help increasing productivity of hotel in a lower cost of labor