

CHAPTER I

INTRODUCTION

1.1 Background of Study

Vasa Hotel Surabaya has been known for its elegance and its service amongst local residents, tourists, and people who come from various cities or countries to this city for various purposes, such as state affairs and business. This 5-star hotel has different types of diners for any occasion, including an all-day dining restaurant, which is a perfect place for learning about the industrial kitchen with varying kinds of cuisine.

With the all-you-can-eat concept, 209 Dining serves a diverse array of dishes from around the world. While Vasa Hotel does not employ a rolling method for training, this does not limit the trainees' exposure. Trainees are encouraged to explore each station, allowing the author to learn about Western, Indian, Japanese, Korean, Chinese, Indonesian, and other Asian dishes.

209 Dining's kitchen extensions in the dining area provide a unique learning environment. Trainees have direct contact with visitors, learning how to serve and satisfy guests. This hands-on experience not only teaches the author how to communicate effectively and politely but also how to manage her emotions in a public setting.

On some days, 209 Dining also handles events such as wedding parties, gatherings, birthdays, etc. Even though hotels normally always do mass production daily, when an event is available, the menu can be adjusted according to guests' requests, and trainees will help so they can learn about mass production for various dishes that are not usually served during buffet service.

During the author's four-month internship from April 1st 2024 until August 1st 2024 at Vasa Hotel Surabaya, the author was placed in the hot kitchen in the western section. The reason the author chose to do this

internship was to have the opportunity to execute the knowledge she had learned at Ottimmo International. In addition, the training allowed the author to broaden her knowledge and skill set, get accustomed to managing a large workforce, and learn how hotel restaurants operate.

1.2 Industrial Training Objective

1. To gain more knowledge about international cuisine
2. To learn more about industrial kitchens
3. To gain work experience in hotels and learn hotel kitchen management
4. To instil responsibility, discipline, and diligence in work
5. To expand connections with workers and chefs that may benefit future careers

1.3 The Benefits of Internship

1.3.1 For Students

1. Gain experience to work with many people as a team
2. Learn how to communicate with guests directly and serve them nicely
3. Broader connections to an array of individuals that could be advantageous for future employment
4. Prepared to step into the workforce

1.3.2 For Ottimmo International

1. Greater publicity to ensure that Ottimmo International is well-known
2. Maintain the connection between the workplace and the campus

1.3.3 For Vasa Hotel Surabaya

1. Obtain free human resources for restaurants and hotel
2. Establish connections with different culinary schools
3. Get potential employees from skilled trainees
4. Gain recognition in order to pique students' interest in becoming trainees in related workplace

