

## **CHAPTER IV**

### **CONCLUSION**

#### **4.1 Conclusion**

From the beginning of choosing a place for this internship program, the author was interested in Bartolo because it was recommended by an acquaintance, a French restaurant in the Uluwatu area. The author has gained a lot of experience from this 6 month internship program. Maybe at first it was still difficult because of adapting to the job desk and working with other staff, but as time went by the author was able to follow the flow in a personal kitchen and got to know the staff deeply. Initially there was a misunderstanding with other staff, making various mistakes until during the Christmas and New Year high season where the author was still in the adapting stage, trainee was shouted at, scolded, and cursed at because of the mistakes trainee made, but from there the author was able to learn from trainee mistakes so that during the Eid high season the author has been able to follow the work flow and received appreciation for the significant changes from Bartolo Sous Chef.

The author is also very grateful because other seniors are also very supportive and provide good guidance to the author, not only as colleagues but also a sense of solidarity with staff from other departments as well. The author learned how to work in a team, work under pressure, and how to serve food well, be responsible if the trainee make a mistake and be disciplined. The author gets from this internship really equips the author to be able to work in the world of professional kitchens.

#### **4.2 Problem and Solution**

Bartolo's kitchen is very small so the author and other staff have to be smart about placing things and can store a lot of things well and for the chiller bartolo only has 2 undercounter chillers, 1 standing chiller, and 1 small freezer so we can't store things with a lot of stock, one day there was a problem where the standing chiller was damaged, followed by the under counter chiller for the

cold kitchen being damaged so that every day we always have to QC (Quality Check) every item that will be sold that night and we cannot stock a lot of items. If an item runs out during service time, we are forced to sell it out. There is also a problem with the oven at Bartolo where the gas oven in the kitchen won't heat up so if there is an order for fish *en papillote* that requires an oven we use a steamer to cook the fish.

There are other problem that the author has experienced such as complains from the customers, and to overcome these problems, the kitchen team or Sous Chef usually provides dessert as an apology for the mistakes made by the kitchen to customers. The author has also experienced what it's like to work well in a fast-paced professional kitchen, at first it felt difficult and made the author almost give up, but after receiving encouragement from upperclassmen and other family members, the author began to face it day by day.

### **4.3 Suggestion**

#### **4.3.1 For Student**

1. Ready to work under pressure
2. Respect senior and other staff
3. Take responsibility for every mistake
4. Eager to learn more every day
5. Be patient and don't take it personally if getting scolded or cursed at

#### **4.3.2 For Ottimmo International**

1. Maintaining good relations with the industry
2. Supervision and evaluation of students

#### **4.3.3 For Bartolo Bali**

1. Need more utensils especially freezer and chiller for storing stocks
2. Provide a little entertainment to customers such a promos or live music and other events to attract customers