

CHAPTER IV

CONCLUSION

4.1 Conclusion

Interning at both Grand Mercure Malang and Beejay Bakau Resort provides a comprehensive experience in the hospitality and tourism industry. At Grand Mercure Malang, the internship offers insights into the operations of a high-end hotel, focusing on guest services, event management, and the overall management of hotel facilities. Interns gain hands-on experience in maintaining the high standards of a luxury hotel, learning from seasoned professionals in a fast-paced environment. Meanwhile, interning at Beejay Bakau Resort offers a unique perspective on eco-tourism and resort management. The focus here is on sustainable tourism practices, customer engagement, and promoting local attractions. Interns at Beejay Bakau Resort get to participate in organizing large-scale events that promote regional tourism, providing them with experience in event planning and public relations. Together, these internships equip individuals with a diverse skill set, blending luxury hospitality with eco-tourism, and prepare them for a dynamic career in the tourism and hospitality sector.

4.2 Problem and Solution

4.2.1 Grand Mercure

1. Problem

- Food Reused for Next Day's Breakfast

Using leftover food from previous meals for the next day's breakfast can lead to several problems, including potential health risks due to bacterial growth and food spoilage. This practice can also damage the reputation of the establishment if customers perceive the food quality as subpar.

2. Solution

- Implement Strict Food Safety Protocols

Establish clear guidelines for the storage, handling, and reuse of food to ensure it remains safe for consumption.

- Daily Fresh Preparation

Prepare fresh food daily to maintain high quality and safety standards.

- Regular Training

Conduct regular training sessions for kitchen staff on food safety and proper storage techniques.

- **Lack of Hygiene: Hand Plating Without Gloves**

Some staff members not wearing gloves while plating food can lead to contamination and hygiene issues. This practice not only poses health risks but also negatively impacts customer trust and satisfaction.

3. Solutions

- Mandatory Glove Policy

Implement a strict policy requiring all staff to wear gloves while handling and plating food.

- Hygiene Training

Provide comprehensive training on the importance of hygiene and proper food handling procedures.

- Regular Inspections

Conduct routine inspections to ensure compliance with hygiene standards.

- Accessible Sanitation Supplies

Ensure that gloves, hand sanitizers, and other sanitation supplies are readily available and easily accessible to all staff.

- **Long Working Hours with Limited Break Suggestion**

Overworking staff with only one hour of break can lead to fatigue, decreased productivity, and increased turnover. It can also negatively affect employees' health and morale.

4. Solutions

- **Reevaluate Work Schedules**
Review and adjust work schedules to ensure employees have sufficient rest periods throughout their shifts.
- **Additional Breaks**
Implement additional shorter breaks to help reduce fatigue and maintain productivity.
- **Employee Feedback**
Regularly seek feedback from staff on their workload and well-being, and make adjustments as necessary.
- **Wellness Programs**
Introduce wellness programs to support employees' physical and mental health, promoting a healthier work-life balance.

4.2.2 Beejay Bakau Resort

1. Problem

- The Kitchen is Not Very Clean

An unclean kitchen can lead to food contamination, posing serious health risks to customers and staff, customers may notice and complain about the cleanliness, negatively impacting the establishment's reputation. A dirty kitchen can hinder the efficiency of the kitchen staff, leading to delays and errors in food preparation.

2. Solution

- Implement a Cleaning Schedule

Establish a detailed cleaning schedule that specifies tasks to be performed daily, weekly, and monthly. Assign responsibilities to specific staff members to ensure accountability.

- Training and Awareness

Provide regular training sessions for kitchen staff on proper hygiene and cleaning practices. Emphasize the

importance of maintaining cleanliness for health and operational efficiency.

- **Proper Waste Management**

Ensure that waste is disposed of properly and promptly. Provide adequate waste bins and ensure they are emptied regularly to prevent buildup and contamination.

- **Late Delivery of Goods**

Late deliveries can disrupt the workflow, causing delays in production or service. Customers may experience delays in receiving their orders, leading to dissatisfaction and potential loss of business. Late deliveries can lead to stock shortages, impacting the ability to meet customer demand and manage inventory effectively.

3. Solutions

- **Implement a Tracking System**

Use a tracking system to monitor the status of orders and deliveries in real time. This allows for proactive management of delays and communication with suppliers and customers.

- **Review and Optimize Ordering Processes**

Evaluate and streamline the ordering process to reduce lead times. This could involve ordering goods well in advance or adjusting order quantities to ensure a buffer stock is maintained.

- **Supplier Performance Evaluation**

Regularly assess the performance of suppliers based on delivery timeliness and reliability. Consider renegotiating terms or switching to more reliable suppliers if necessary.

4.3 Suggestion

4.3.1 For Future Interns

1. **Emphasis on Hygiene and Cleanliness:**

Understand the importance of maintaining high standards of

hygiene and cleanliness, especially in food preparation areas. Follow the cleaning schedules and participate actively in training sessions on proper hygiene practices.

2. **Effective Communication:**

Communicate clearly and regularly with suppliers to ensure timely deliveries. Learn to use tracking systems and develop contingency plans for handling delays to maintain smooth operations.

3. **Food Safety Protocols:**

Familiarize yourself with food safety protocols and ensure they are followed diligently. This includes proper storage, handling, and preparation of food to prevent contamination and ensure customer safety.

4. **Work-Life Balance:**

Be aware of the importance of work-life balance. Advocate for reasonable work hours and breaks to maintain productivity and personal well-being. Utilize wellness programs offered by the establishment to support your health.

5. **Adaptability and Learning:**

Be adaptable and open to learning new skills and procedures. Internships are opportunities to gain practical knowledge and experience, so make the most of them by being proactive and receptive to feedback.

4.3.2 For Ottimmo Internacional

- **Feedback Mechanism:**

Establish a feedback mechanism where students can report their experiences and challenges faced during internships. This can help UTIMMO continuously improve its programs and address any issues promptly.