

CHAPTER I

INTRODUCTION

1.1 Background of Study

Surabaya, the second-largest city in Indonesia, is renowned for its historical significance, cultural richness and ongoing development. Known as the “City of Heroes”, Surabaya serves as a pivotal economic center in the country. This dynamic business environment makes it an ideal location for a luxury five-star hotel like Vasa Hotel. The hotel embodies luxury and excellence in the hospitality sector, featuring a chic and contemporary design blended with local wisdom, evident in every corner throughout Vasa Hotel Surabaya. The hotel boasts a range of upscale amenities and its diverse array of dining options plays a crucial role in elevating the guest experience and enhancing Vasa Hotel’s dining reputation. The hotel features six distinct dining venues: 209 Dining, Chamas Brazilian Churrascaria, Xiang Fu Hai Cuisine, Bonne Journe, Voda Bistro and Nagano Japanese Restaurant. Each venue delivers a unique culinary experience, appealing to a broad range of cuisine and preferences, positioning Vasa Hotel as a top culinary destination.

The author decided to undertake a 6-month internship in both the hot kitchen and pastry sections at Xiang Fu Hai Cuisine because of its reputation for excellence in Chinese cuisine. Through this internship, the author intends to enhance her expertise in crafting both classic and modern Chinese appetizers, main courses and desserts. Xiang Fu Hai presents a diverse menu that highlights traditional Chinese dishes blended with innovative flavors and crafted with high quality ingredients and meticulous techniques to create an exquisite dining experience. Xiang Fu Hai’s opening hours are Monday to Friday from 11.30 am to 3.00 pm, Saturday from 10.00 am to 3.00 pm and Sunday for Yum Cha from 08.00 am to 3.00 pm. Dinner is served every day from 6.00 pm to 10.00 pm. Furthermore, the restaurant is open for both walk-

ins and reservations. Xiang Fu Hai offers all-you-can-eat (AYCE) dim sum for lunch from Monday to Saturday and à la carte options for lunch and dinner every day.

This report is based on an internship completed at Xiang Fu Hai Cuisine from 5th March 2024 to 4th September 2024. The author chose to undertake this internship to deepen their knowledge and improve their skills in authentic Chinese cuisine, while also gaining hands-on experience in a professional kitchen environment under the guidance of experienced chefs. This internship provided the author with a valuable opportunity to gain significant experience and benefits, including a deeper understanding of kitchen and restaurant flow. The author was able to interact directly with customers and service staff while managing the Yum Cha stand every Sunday, learn about various facets of kitchen operations, participate in food safety training, specifically Hazard Analysis Critical Control Point (HACCP), and cultivate creativity, responsibility, and workplace discipline.

1.2 Industrial Training Objective

1. To understand kitchen and restaurant flow.
2. To develop proficiency in authentic Chinese cuisine.
3. To enhance culinary techniques.
4. To cultivate professional skills.
5. To build a network with experienced chefs for future career opportunities.

1.3 The Benefits of Internship

1.3.1 For Students

1. Gain practical experience in a professional kitchen.
2. Enhance culinary skills and master techniques under the guidance of professional chefs.
3. Develop essential workplace skills such as creativity, responsibility and discipline in the culinary industry.

4. Build valuable connections with skilled chefs.
5. Acquire experience working under experienced chefs.
6. Improve communication and service skills by interacting directly with customers.
7. Prepared for future career opportunities.

1.3.2 For Ottimmo International

1. Strengthens relationships with leading hotels.
2. Refines academic programs based on real-world insights from five-star hotel experiences.
3. Introduces Ottimmo International to five star hotels.

1.3.3 For Vasa Hotel Surabaya

1. Fresh perspectives from interns can enhance innovation in the kitchen operations.
2. Skilled interns who have the potential to become valuable team members in the future.
3. Builds connections with educational institutions.
4. Increases workforce support.
5. Obtain additional human resources for the kitchen and restaurant at no extra cost.