

## **CHAPTER IV CONCLUSION**

### **4.1 Conclusion**

Al Maha has helped me to open the path to the world of hospitality by providing experiences that changed my views and life in seeing a kitchen operation. The experience I received made me understand and be able to adapt to an international environment and very high work standards. Being directly supervised by the executive chef, executive sous chef, and pastry sous chef made me trusted to handle the pastry section on the evening shift independently. It was an extraordinary achievement and a compliment from my supervisor during my last week of working at the place. With a small number of staff, but efficient kitchen operations, I was able to learn the entire kitchen operations of each section. this internship experience is not only a form of kitchen operations training, but also a form to train my commitment, leadership, and creativity as a junior chef who faces a high-level kitchen directly.

### **4.2 Problem and Solution**

1. Low numbered of staff

Low number of staff means the staff need extra flexibility of rotation to each section who needed more staff, or by hiring more trainees or doing cross train from other department to kitchen can help kitchen operations that need more manpower on certain days.

2. Low number of occupancies during summer season.

Creating certain event for guest such as as well as discount to promote the experience the summer of the desert in luxury collection resort in UAE.

3. No standard recipe for certain items.

By the time the author joined pastry section, each chef has different recipe causing trouble for standardization. Creating a manual book for kitchen operation in every section, that way if there is a new staff, it will be easier to adapt and understand what things they usually do.

4. High number of food cost.

There is a big number of food waste by throwing expired and spoiled items. By checking the store that we have, and put order on the things we only need, and using other items that we have in excess to make the balance of the items that we already have. The excess items will be reduced, and the rotation of items will even and causing the food cost to be lower.

5. Limited glassware

Having more backups of the glassware will help operation goes more effortlessly, and having more variation of glassware might help us as the chef to have more variation to choose as the chefs special.

### **4.3 Suggestion**

#### **4.3.1 For Future Interns**

1. Set your goal.

As a trainee, you will face all kinds of challenges that will makes you feel down, but setting goal is very important as it will remind you of something you're about to achieve and what is the point of all the trainings for.

2. Manage your workflow, timing, and multitasking capabilities.

Doing fast may be very important as it will allow you to have more time on learning new things right before your shift ends.

3. Set a high standard on everything you do.

Working in a luxurious brand makes me realize how important it is to understand what luxury means, by setting a high standard will allows you to create what a luxury thing looks like and makes you a better person in charge of what they give you to do.

4. There is no limit to learn as a trainee

As a trainee, you may think you only need to learn how the operational things done inside the industrial kitchen. But for me, I took a chance to step up and chosen to lead a section of my own even though I was a trainee, and maybe you should. The moment you realize you can handle and lead those sections may open you a better knowledge and opportunities in the future.

5. Kitchen is your home.

You will spend most of your time in the kitchen, bear with all the troubles and emotions as that is your daily consumption. The moment you're adapt, that time you will become a wiser and more professional staff on the team, and by your time they will be more likely to accept you as a family of the kitchen.

6. Be active, flexible, and responsive.

As a trainee you will faces a lot of challenges, but if the willingness is strong, then it will not become a boundary to do what your supervisor think you should do, or perhaps you will surpass what they think you could do.

#### **4.3.2 For Al Maha Luxury Collection**

1. The pressure when entering the luxury property for the first time might be a challenge. But the new trainees need to be assisted during the first couple of days to understand the flow, things going on, and standard to make sure there is no miss things that the new employee need to understand and learn.
2. Joining during the peak of busy season is a very big challenge, since the seniors busy with their own job and task, the newcomer will get

confused if they don't get any supervision. The best time to have a new employee or trainees are during the transition of low to high season since its easier to understand the real flow and they will have some time to adapt and get faster to do the work.

#### **4.3.3 For Ottimmo**

1. Prepare the students as it is ready to face the real deal of kitchen, especially the luxurious one.

the background of the student may be various, but the objective is also various. Sharing the past trainee's histories might be able to prepare the fundamental of what they need to be ready before doing a training.

2. Working speed is a crucial thing in a real industrial kitchen.

Teaching the student how to plan and execute things for working in a faster way. By managing and planning might help the student to adapt faster during the transition of transfer to the real kitchen.

3. Teach the student on how to handle the machinery.

Working with machinery is a common thing in industrial kitchen, but by knowing how to operate it might help the student to adapt with the environment of the new kitchen they work at.