

## **CHAPTER IV**

### **CONCLUSION**

#### **4.1 Conclusion**

From this internship experience the author gained experience and skills to learn more about the kitchen industry. Starting from the workflow, teamwork, planning for the jobdesk, being discipline and on time, how to deal with problem in a big team. The author learns to adapt in working in the real kitchen, during the 1 year of internship the author has been trusted by their manager and supervisor to work in cold and hot side of the banquets and cold side of the line kitchen, she is also given the chance to help in train new worker that just start to be the chef team in the hotel. The author have no chance to learn in pastry but she have the chance to give an extra help during the busy days of pastry even she is not in pastry team. The author learned how to work in professional way and under pressure, she have experience in her skills and capability to work fast and in pressure and how to maintain the kitchen conduslively during the busy days and keeping the kitchen clean hygiene, author also learns to communicate with the team in making decisions. She learns how to solve a problem in any misunderstanding situation.

The author have an awesome time working here with a professional chef that shares skills and experience to expand the author knowledge, and a supportive manager and supervisor chefs the author have a really good team mate and support system.

#### **4.2 Problem and solution**

##### **1. Dietaria restriction**

During the internship the author experience of having a lastminute change of restriction, this problem have oftenly happen in this hotel service even though during the orders the service could put a note of the restriction sometimes the guest might change their mind even when the food is already fire to order. The solution here is the author helps to make a new order or if it seems to make it happen we can substitute and remove the ingredients.

## **2. Language barrier**

The worker working the the hotel majority is mexican and speaks spanish only, mostly tyhey don't learn and speak english fluently. The solution here is the author communicate with a body language and uses a google translate to communicate, even if it is very confusing the author will ask help someone who can speak both language to translate the words that the author have been trying to communicate.

## **3. Lack of ingredients during service and busy hours**

There was a time when the manager chef did not order the ingredient for prepararion properl. The solution here is the manager will inform the steward manager mr Ronald that his job desk is to manage the stewarding and the receiving of products. He will help to buy the ingredients in emergency time or if chef Ronald is not available then the headchef it self or the supervisor will go the the market to get the ingredients.

When it is not possible to buy or we is they can't make to order for the afternoon delivery then we will do a substitution or 86 which means (out of stock).

## **4.3 Suggestion**

### **4.3.1 For Student**

1. To be Discipline
2. Be more mature and responsible with the jobdesk we have to do
3. Improving skill knowledge , always ask
4. Respecting co- worker

### **4.3.2 For The St Regis Atlanta**

1. Improve in communicating with the trainees.
2. Improve in taking care the worker.
3. Improve in hiring people who can speaks the first language instead of speaking only spanish.
4. Improve the orders of the ingredients so there will be no lack of ingredients.

#### **4.3.3 For Ottimmo International Master Gourmet Academy**

1. Keep relation and communication between student and Ottimmo