

# **CHAPTER I**

## **INTRODUCTION**

### **1.1 Background of Study**

The change of life stages from a student to a professional is not always very simple. Students have to face many challenges when they enter into professional life. They have to adjust themselves according to the professional environment by implementing their conceptual knowledge in the new world of work. Usually, business students use their skills and theoretical business knowledge in their first jobs. By integrating conceptual knowledge and training through academic internship programs, students can be facilitated to better implement their concepts at the workplace (Anjum, 2020). These internship programs not only improve students personal skills, but also gain valuable work experience, professional development, and networking opportunities, while employers can evaluate potential employees and access a cost-effective workforce (Jolo, Indama, Pacio, 2023).

Thailand, known for its rich culinary heritage and thriving tourism industry, is an ideal setting for such an internship. The country's reputation for hospitality excellence, combined with its diverse and flavorful cuisine, provides a dynamic and immersive environment for hospitality students. Working in a Thai hotel kitchen allows interns to learn not only about international kitchen standards and professional food preparation but also about traditional Thai cooking techniques, ingredients, and presentation styles.

I did my intership in Thailand with the aim of being able to gain experience working in the real-world hospitality industry and to improve my intercultural communication skills and adaptability. This experience will allow me to grow professionally and personally, preparing me to thrive in the global hospitality industry.

## **1.2 Industrial Training Objective**

- Build relation and friendship not only with chefs, but also with other staffs
- Develop cooking and knife skills
- Learn how to handle guests according to hotel standards
- Can manage time efficiently, especially during peak hours

## **1.3 The Benefits of Internship**

### **1.3.1 For Students**

- Get work experience in a 5-star hotel kitchen for 6 months at Phuket
- Increase confidence in serving and communicating with guests
- Gain insight into how a professional kitchen operates daily, from managing the flow of orders to coordinating with team members.
- Learn to work under pressure, meet deadlines, and manage multiple tasks.
- Gain experience to participate in the preparation of events held by the hotel such as Christmas, New Year and Chinese New Year

### **1.3.2 For OTTIMMO International**

- Build relations with five-star hotel
- Bring and introduce the name OTTIMMO International to be better known outside Indonesia
- Can provide insight to new students who will be doing internships in the future

### **1.3.3 For Centara Grand Beach Resort Phuket**

- Get assist with daily operations especially during busy seasons
- Build relations with culinary institutions for future internship
- Can be promoted by trainee for the next following students