

CHAPTER IV

CONCLUSION

4.1 Conclusion

During 6 months intership, I gained a wealth of valuable experiences, both in terms of hard skills and soft skills. In terms of hard skills, I learned about proper cooking techiques and how to use kitchen equipment safely and efficiently. I also gained a better understanding of hygiene and sanitation standards, including the importance of appropriate attire in a professional kitchen environment. From the soft skills, I develop my communication and teamwork abilities, especially in a multicultural place where there are language and cultural differences, also learn to work quickly and stay focused under pressure, especially during busy service hours when time management and teamwork were crucial.

In addition, I also learned that working in the hospitality industry requires us to be attentive in serving and fulfilling the needs of the guests in the best way. For example, when dealing with guests who have food allergies, it is crucial to pay close attention to the ingredients we use to avoid any serious or potentially dangerous incidents. It is also essential to maintain a high standard of cleanliness, regularly check the condition of ingredients, and ensure proper storage of food items.

During my internship at Centara Grand Beach Resort Phuket, especially at The Cove, the chefs and staff were very supportive and friendly. They were always willing to help whenever I faced difficulties and patiently taught me things I did not know. I am truly grateful for the opportunity to do my internship and to be part of the kitchen team at Centara Grand Beach Resort Phuket.

4.2 Problem and Solution

1. Indian dishes did not match the guest's preferences

There were several complaints regarding the taste of the Indian dishes, as some guests felt that the flavors did not reflect authentic Indian cuisine. As a result, the rating for the Indian food began to decline. At that time, the hotel did not have an Indian chef, although there was a trainee from India on the kitchen team. As a solution, the General Manager decided that the Indian trainee would be responsible for planning the menu and preparing Indian dishes for both breakfast and à la carte service. This approach aimed to improve the authenticity and quality of the Indian food offered to guests.

2. Guest has food poisoning

The hotel received several complaints regarding guests who experienced vomiting, and after further investigation, it was confirmed that they had suffered from food poisoning. As a solution to this issue, the hotel's hygiene and sanitation team began implementing stricter measures to ensure kitchen cleanliness. Deep cleaning, which was previously done once a week, was increased to twice a week. Cutting boards are now required to be wiped with sanitizing solution before use, and monthly cleanliness inspections are conducted regularly.

4.3 Suggestion

4.3.1 For Student

- Be more sensitive to our surroundings and learn to take the initiative to help others.
- Learn to be disciplined and responsible.
- Be brave enough to ask when do not understand what to do.
- Strive to be able to do tasks quickly and effectively.

4.3.2 For Ottimmo International Master Gourmet Academy

- Maintain and increase connections with restaurants and hotels around the world.

4.3.3 For Centara Grand Beach Resort Phuket

- Filled Executive Chef position to optimize kitchen operations.
- At this time many staff are exhausted due to the many demands of the work that must be done, therefore adding staff will be more efficient than training casual / trainees repeatedly.
- At the moment the hotel has a lot of Indian guests who complain about the taste of food that is not to their taste, it would be better for the hotel to hire a chef who is an expert in making Indian food.
- Miscommunication often occurs in the kitchen due to lack of communication between the sous chef and junior sous chef, such as changes in staff work schedules made by the junior sous chef but not known by the sous chef. Therefore it is important for both to communicate.