

CHAPTER IV

CONCLUSION

4.1 Conclusion

During 6 months of internship, author got opportunity to working in morning shift and afternoon shift. In morning shift, author has responsibility for handling egg station and noodle soup station along with breakfast buffet. Working in afternoon shift, author got chance to mise en place for dinner buffet, making a la carte order, and making canapés in cold kitchen.

Author has learned many things in cooking techniques especially in handling wok. Beside that, author also learned how real kitchen work in hotel, how to please costumers with their demands, and the most important is author has learned how to work as team.

Author got many experiences during 6 months of internship. Author could adapt easily due staffs and chefs in Centara Grand Beach are very welcomed and always supported us since very beginning of internship. Author hopes that this internship can help author to keep improving and taught author how to build business in future.

4.2 Problem and Solution

1. Lack of communication between HR and kitchen departments

Author experienced lack of communication between HR and kitchen departments when the author wanted to use public holiday. Author asked to kitchen office about the number of author's public holiday that author could use. But kitchen office asked author to check on HR about that, when author checked on HR, HR said that they didn't have responsibility to staff's attendance. In the end, author needs to work 6 days in 3 weeks while the normal schedule is 5 days in week for holiday. Turned out author still have 4 public holidays that can be used for author's holiday. The solution is Sous Chef rearrange the schedule and author still get those 4 public holidays before the internship ends.

2. Lack of Kitchen Staffs

Centara Grand Beach hotel has lack of kitchen staffs. Author felt overwhelmed especially when author working in morning shift at egg and noodle soup station. In egg station author need to deal with omelet, sunny side up, poached egg, egg benedict, and roti (traditional Thailand pancakes). Along with that, author also need to deal with noodle soup station. Working with only other 2 friends in those live cooking stations was a nightmare for author, especially because for 3 months of working in morning shift, the author worked during the high season. As solutions author handled 2 stoves at one time to make omelet orders along with poached egg and egg benedict, while the other friends handled roti (traditional Thailand pancakes) station and sunny side up, and the other one handled noodle station.

3. Hard to Communicate

Due the differences of languages, author had to deal with hard communication. Not all staffs there can speak English, this makes author hard to communicate with others. Beside that, several guests also didn't speak English. Author had experienced makes wrong order because the author didn't get what the guest said. It happened when author worked in morning shift at egg station. Author asked the guest if she wants omelet or scramble egg. The guest spoke with Russian with hand motions. Then author asked for confirmation if she wanted a omelet and she nodded. In the middle of cooking the order, the guest grumbled and turned out she wanted sunny side up but sprinkled with omelet's condiments. In the end, author said sorry and made the new one for the guest.

4. Need to deal with guest's mood

Working in hotel isn't just about serving food but also about service. During 6 months of internship author need to deal with guest's mood. It's hard for author especially when author also needs to deal with own mood due away from home and still in adaptation phase. Author had argued with guest once during morning shift. It happened when almost closing time of breakfast and most of the omelet's condiments were running out. The guest

asked for omelet with cheese and tomatoes. At that time, the stock of mozzarella cheese for omelets had completely run out, but the guest still insisted. So, author went to kitchen to ask chef about cheese, while in the way to kitchen, author's friend following the author to meet the chef. Author saw that station egg has no one in charge and still had few guests in line, author initiative to back and take order for next guest while waiting for author's friend and chef. The guest got angry and author kept explain the guest that chef still got the cheese. But the guest didn't accept that and yelled at author. As solution, the chef came with different cheese and author made the guest's order.

4.3 Suggestion

4.3.1 For Student

1. Always do double check about every information
2. Less complain and try to find solutions quickly about problems encountered
3. Learn at least basic language of intended internship country
4. Practice regulating emotions and moods

4.3.2 For Centara Grand Beach and Resort Phuket

1. Improve communication between each divisions
2. Hiring more staffs especially during high season
3. Learn and improve English skills

4.3.3 For Ottimmo International Master Gourmet Academy

1. Listen to every students suggestion