

CHAPTER I

INTRODUCTION

1.1 Background of Study

Surabaya is the second largest city in Indonesia and the capital of East Java Province which has a long history as a trading center and major port since the Majapahit Kingdom in the 14th century. This city is known as the "City of Heroes". Surabaya is also famous as a culinary city rich in typical foods with spicy flavors and strong spices, such as rawon, rujak cingur, lontong balap, tahu telur, and fried duck. This city is the main destination for lovers of Indonesian cuisine because it has many legendary culinary delights that have been around for decades and are always crowded with tourists and local residents.

JW Marriott Surabaya won 1st place in the Best Local Dishes category in the 2024 Surabaya Tourism Awards, especially rujak cingur which is a favorite with the right taste, petis that is not too strong, and peanut sauce that blends with a crunchy texture. In addition to rujak cingur, this hotel also serves various typical Indonesian menus such as rawon, soto kediri, grilled ribs, and sate maranggi which are in great demand by guests, including foreign tourists. This award demonstrates JW Marriott Surabaya's commitment to promoting local cuisine and introducing the richness of the Indonesian archipelago to guests from various countries. The assessment is not only based on taste and appearance, but also local values, the stories behind the dishes, and the hotel's contribution to supporting tourism and empowering local MSMEs. Director of Marketing Communication JW Marriott Surabaya, Sesandy Gunawan, stated that active participation in culinary competitions, including international ones, is the hotel's way of presenting and promoting Indonesia's culinary treasures well. The Best Local Dishes award confirms JW Marriott Surabaya's position as a pioneer in presenting authentic and high-quality local culinary experiences in the Surabaya city's hospitality industry.

JW Marriott Surabaya offers a professional work environment with a highly structured and accurate work system, as well as a work culture that supports teamwork and communication between departments. In addition, interns get facilities such as free food during break times and pocket money, so that comfort during the internship is guaranteed. This hotel is also known for maintaining cleanliness and high hygiene standards, supported by good management and friendly and cooperative co-workers, making the internship experience here more productive and enjoyable. That is the reason the author chose to intern at JW Marriott Surabaya because this hotel has international standards, complete facilities, and a professional work environment that allows me to learn directly from experienced chefs and improve my cooking skills according to world-class hotel industry standards, so that the author can broaden my horizons and prepare myself for a career in the professional culinary industry.

1.2 Industrial Training Objective

1. To improve my skills in the field of baking pastry
2. Understanding the importance of food appearance and presentation to attract consumer interest.
3. Applying cleanliness and sanitation standards in processing pastry products.
4. Improving teamwork skills and operational efficiency in the pastry kitchen.
5. Gaining hands-on experience in making pastry products for various hotel events such as breakfast, buffet, and special events.

1.3 The Benefit of Internship

1.3.1 For Student

1. Gain hands-on work experience in the international hospitality industry.

2. Understand the working system and operational standards of a five-star hotel.
3. Improve technical and soft skills such as communication, teamwork, and time management.
4. Build a professional network that is useful for future careers.

1.3.2 For Ottimmo International

1. Strengthening cooperation and good relations between ottimmo and JW Marriott Surabaya.
2. Becoming a benchmark and evaluation of the suitability of the curriculum to the needs of the hospitality industry.
3. Increasing the reputation and credibility of the campus.

1.3.3 For JW Marriott Surabaya

1. Get additional manpower to help with the daily operations of the hotel without large costs.
2. Identify and play an active role in fostering and developing prospective staff.
3. Build good relationships and close cooperation with educational institutions.