

CHAPTER IV

CONCLUSION

4.1 Conclusion

The internship experience at JW Marriott Surabaya provided many valuable lessons that were not only related to technical skills in the field of baking pastry, but also about work discipline, teamwork, and professional ethics. During the internship, I learned how the process of making various types of pastry is carried out with international standards, starting from the preparation of ingredients, processing techniques, to the presentation of attractive and quality products. I also understand the importance of maintaining food hygiene and safety in every stage of production.

In addition to technical skills, I gained insight into how to work in a highly organized and professional five-star hotel environment. I learned to communicate well with colleagues and superiors, and was able to manage time effectively so that all tasks were completed on time. The supportive work environment and complete facilities made the learning process more enjoyable and challenging.

Overall, the internship at JW Marriott Surabaya provided a very valuable experience for my self-development and future career. I feel more confident and ready to face the real world of work after undergoing this internship. This internship place also gave a positive impression because of the conducive working atmosphere and full support from the entire team, so that I could learn optimally and feel appreciated as part of the team.

4.2 Problem and Solution

1. Having difficulty adjusting to strict work rules (SOP) and facing time pressure.

To overcome this problem, we interns try to be more disciplined in following the applicable SOP, improve communication with the team and supervisors to get clear directions, and learn to manage work and rest time better to stay productive.

2. Poor material storage system.

To overcome this problem, we students apply the FIFO (First In First Out) principle in storing materials to maintain the freshness and quality of raw materials.

4.3 Suggestion

4.3.1 For Ottimmo Internatinal Master Gourmet Academy

- Ottimmo continues to establish good cooperation with internship places such as JW Marriott Surabaya.
- Provide assistance during the internship so that students can adapt more easily and gain maximum experience.

4.3.2 For Student

- Prepare yourself well, both in terms of skills and mentality.
- Don't hesitate to ask and learn as much as possible during the internship.
- Maintain a professional, disciplined attitude, and be open to criticism and suggestions from supervisors and colleagues.

4.3.3 For JW Marriott Surabaya

- This internship place is very good to start because the work environment is professional and conducive.
- Complete facilities and a supportive team make the learning process fun and challenging.

- Be more disciplined and punctual during internship hours.
- Add kitchen staff so that there are no difficulties when there is a lot of work.