

CHAPTER IV

CONCLUSION

4.1 Conclusion

The internship program helps students learn how to work effectively under pressure. The internship program supports students in adapting to new team environments. The internship program helps students develop the ability to manage their working hours efficiently. The internship program provides students with opportunities to learn about leadership and develop a sense of responsibility in the workplace.

4.2 Problem and Solution

a. Miscommunication

At times, different individuals may provide conflicting instructions regarding the same task. For example, Senior A expressed a preference for a thick pastry cream texture, while Senior B preferred a slightly runnier consistency. To manage this, the writer chose to follow the preferences of the senior staff working on the same shift.

b. Complain from customer

Sometimes, some customers raise concerns regarding the color, shape, or weight of the product. In response, the writer, along with the entire staff, conducts thorough evaluations and quality checks at each stage of the production process to ensure that all products meet the established quality standards before reaching the customer. This monitoring manufacturing procedures, and performing final product assessments to guarantee customer satisfaction and maintain the company's reputation for excellence. To further address these issues, several additional measures also have been implemented, such as standardization of recipes and production methods is strictly enforced to ensure consistency in appearance and weight and visual guides in the form of photos or product samples are used as references for quality assessment.

c. Availability of ingredients

During the internship, the author occasionally faced a shortage of ingredients such as bread flour, brown sugar, whipping cream, and lemons due to empty stock. The issue was reported to senior staff, who advised requesting the needed items from other sections. These shortages were usually caused by late deliveries or missed orders. BRAUD is able to provide a written Standard Operating Procedure (SOP) concerning the availability of raw materials in order to prevent stock shortages.

d. Pest/Insect

Several small cockroaches were observed in the area surrounding the sink in the bakery. It is recommended that immediate pest control measures be taken, including thorough cleaning, proper waste management, and the application of appropriate insecticides, to ensure hygiene and prevent potential contamination of food products.

4.3 Suggestion

a. Suggestion for BRAUD Artisan Bakery:

- All staff should keep environment clean to make it easier for everyone to find the tools they need.
- Have a wider workspace.
- Ensuring the availability of additional tools to prevent scheduling conflicts with other departments during usage.

b. Suggestion for Ottimmo International Master Gourmet Academy:

- To keep a good relationship with BRAUD Artisan Bakery.

c. Suggestion for student:

- To become more disciplined and responsible.
- To be well-prepared both physically and mentally.