

# **CHAPTER I**

## **INTRODUCTION**

### **1.1 Background of Study**

Food and Beverage plays a very important role in the operation of a 5-star hotel. In addition to providing high-quality accommodation, hotels are also required to present a special culinary experience for their guests. Therefore, the Food and Beverage department is one of the main supporters in creating guest satisfaction and improving the overall image of the hotel. Every service provided must meet high standards of service and food quality, both in terms of taste, appearance, and cleanliness. With high standards and attention to detail, Food and Beverage in 5-star hotels not only meets guest needs, but also creates a memorable and luxurious experience, in line with the hotel's identity.

One of the 5-star hotels in Surabaya is Vasa Hotel. This hotel is strategically located in the city center that presents a variety of pastries that spoil the eyes of customers. Choosing an internship at a 5-star hotel in the Food and Beverage department is the right decision for participants to learn directly various cooking techniques, food handling, cleanliness management, and how to work efficiently under time pressure. Interns will also learn how to provide professional, friendly, and efficient service to guests from various backgrounds and countries. In addition, interns will also get to know various types of international food and beverages, good presentation procedures, and work ethics and standards in the high-end hospitality industry. The professional work environment at a 5-star hotel also helps interns train teamwork skills, discipline, and the ability to work under pressure, especially when handling large orders or at special events. This experience is very valuable and will be an important provision for entering the professional world of work. With direct experience in the Food and Beverage department of a 5-star hotel, interns will have high work values and standards that are strong provisions for entering the world of work,

whether in hotels, restaurants, or other service industries with confidence and qualified competence.

The author did a six-month internship at Vasa Hotel Surabaya starting from December 2, 2024 to June 1, 2025. In this hotel, each trainee will be given the freedom to choose the desired department and the author chose the pastry department. Internships in the pastry department of a 5-star hotel provide the opportunity to learn directly from experienced and trained professional chefs. A professional work environment and modern kitchen facilities allow interns to understand various techniques for making cakes and desserts with the best quality. In addition, interns can also improve their creativity and innovation, and get various types of desserts and new recipes that were not previously known. The internship itself can be used as a first step for authors who previously had no experience working in the professional world. With an internship, the author can gain direct experience, learn how the kitchen operates, expand their professional network, and test themselves to be ready in the professional world of work.

## **1.2 Industrial Training Objective**

1. To hone professional technical skills
2. To develop soft skills & teamwork
3. To improve efficient time management & endurance
4. To improve professionalism & work ethic
5. To train problem-solving & adaptation

## **1.3 The Benefits of Internship**

### **1.3.1 For Students**

1. Gain direct experience in the real world of work
2. Build a network of industry professionals
3. Improve technical and soft skills
4. Get to know the professional world more deeply

### **1.3.2 For Ottimmo International**

1. Strengthen relations with 5-star hotels
2. Disseminate the existence of Ottimmo to the public
3. Provide an overview of the world of work based on student experiences during internships

### **1.3.3 For Vasa Hotel Surabaya**

1. Get employees without paying wages
2. Establish good relations with schools to get promotions from interns for subsequent interns
3. Get opportunities for permanent recruitment