

CHAPTER IV

CONCLUSION

4.1 Conclusion

During the internship program, the author gained a lot of valuable experience that not only increased my knowledge and skills in the industrial world, but also trained my mentality, discipline and ability to work together in a team. Discipline and Responsibility are very important in the world of work, especially in the culinary industry which is dynamic and demands speed and accuracy. Learned to understand the workflow in the kitchen, from preparing ingredients to serving dishes to guest. Learned to work under pressure, maintain food quality and comply with food hygiene and safety standards. In addition, the author earned the importance of communication between team members and mutual respect in the work environment.

During the internship, the environment in internship places was very positive and enjoyable. The author very helped by the guidance from the chefs and staff who were patient and friendly in giving directions. The supportive work environment made me excited to learn and develop everyday. This experience was very memorable and motivated me to continue to deepen my knowledge and skills in the culinary and pastry fields.

4.2 Problem and Solution

1. Not used to using a combi oven.

At the beginning of the internship, there was unfamiliarity with the combi oven, which led to hesitation during food preparation. This issue was resolved by observing experienced staff and joining in direct practice to improve skills and confidence in using the tool.

2. Not used to working under pressure during rush hour.

Working in the kitchen during peak hours was challenging, especially when many orders came in at once. The solution was to

improve time management, ensure mise en place readiness, and maintain focus and calmness during service.

3. Too much food waste.

Excessive food waste occurred from unused or mishandled ingredients. To address this, remaining edible ingredients were utilized effectively, and a food waste logbook was used to track and reduce waste.

4. The author had difficulty in making umm ali menu with the right level of doneness so the result was too wet.

The dessert often turned out too wet due to incorrect ingredient balance. The problem was solved by adding milk powder and using a combination of liquid milk and fresh cream, without adding water.

5. Problematic inventory.

Cakes were sometimes taken out without proper recording, causing confusion. The solution was to strengthen supervision and require documentation for every cake issued, whether for display, guest orders, or internal use.

6. Casuals does not work with discipline.

Some casual staff showed a lack of seriousness in completing their tasks. This issue was handled by issuing warnings, increasing supervision, and applying firm action if no improvements were observed.

4.3 Suggestion

For Ottimmo:

1. The campus should evaluate and communicate with internship locations more routinely to ensure that the work environment meets learning standards and professional ethics.

For Students:

1. Show enthusiasm, be proactive and be ready to help whenever needed.
2. Make every moment a learning experience from cutting, plating and communicating with the team.

3. The industrial world is very different from the campus environment. Learning to adapt quickly, maintaining an attitude, respecting seniority and maintaining cleanliness and time discipline are key.

For Mercure Hotel:

1. The ideal internship place is one that treats students as part of the team, not just additional workers. Providing direction, guidance and study space will be very meaningful for student development.
2. Students will learn more if they are given the opportunity to try several stations, not just placed in one area for months.
3. Kitchen staff should implement the FIFO system in managing food ingredients to minimize food waste and maintain optimal ingredients quality.
4. Hotels should conduct strict and regular cleanliness evaluations to ensure that all areas of the hotel remain clean, comfortable and comply with applicable cleanliness standard.