

CHAPTER I

INTRODUCTION

1.1 Background of Study

Internship is a program designed to develop individual skills. It not only benefits the student but also provides advantages for both the university and the company. This activity contributes to building a positive reputation for both institutions. Many studies have shown that internship programs help students improve various essential skills, such as; adaptability, communication, socialization, teamwork, handling work pressure, time management, emotional control, etc.

The writer has chosen to participate in this internship program in order to enhance her skills. Thailand was selected as the internship destination for a six-month period, because it is a country that attracts a large number of tourists and has gained increasing popularity in recent years. The writers specifically chose Centara Grand Beach Resort Phuket because it is located in a city known for its natural beauty, and it is a five-star hotel situated in a strategic location, and famous for its distinctive Sino-Portuguese design. The hotel is operated under the Central group.

Centara is one of the largest and most respected hospitality groups in Thailand. It operates more than 90 hotels across various countries in Asia. Moreover, Centara offers a range of hotel classes that can be tailored to guest preferences, including; luxury, premium, mid-range, and minimalist options. Centara is also notable for being the first hotel group in Thailand to receive the Royal Warrant of Appointment. The internship was carried out by the writer over a period of six months, from December 3rd, 2024 to May 31st, 2025. During the first three months, the writer was assigned to the Thai Kitchen. This was followed by a one-month rotation in the breakfast section, and the final two months were spent back in the Thai Kitchen.

1.2 Industrial Training Objective

1. To gain knowledge about culinary arts from various perspectives.
2. To understand how kitchen operations work in a professional place.
3. To learn how team interaction takes place in a real working environment.
4. To develop not only academically but also in terms of character, emotional and psychological maturity.

1.3 The Benefits of Internship

1.3.1 For Students

1. To gain a better understanding the reality of working in the culinary world.
2. To shape individual character into becoming more professional, such as; discipline, time management, etc.
3. To understand the importance of mutual understanding and respect toward one another.
4. To gain familiarity with effective communication but also in collaboration among team members.
5. To develop the ability in handling various pressures, both internal and external.
6. To learn more about kitchen operations in the hospitality industry. Starting from receiving materials, ingredients arrangement, minimizing food waste, shift distribution, improving products, hygiene, etc.

1.3.2 For Ottimmo International

1. To promote Ottimmo to other countries and institution.
2. To open wider internship opportunities for other students at Ottimmo
3. To expand the network of Ottimmo International

1.3.3 For Centara Grand Beach Resort Phuket

1. To assist the kitchen when they are understaffed.
2. To help expand the hotel good reputation among others people/institute.