

CHAPTER IV

CONCLUSION

4.1 Conclusion

The internship experience at Bowery Semarang has been invaluable in bridging the gap between theoretical knowledge and practical application in the culinary and restaurant management fields. Through hands-on involvement in kitchen operations, I have gained a deeper understanding of food preparation techniques, hygiene standards, and teamwork essential to running a successful restaurant. Additionally, exposure to kitchen management and organizational structures has broadened my perspective on how effective coordination and discipline contribute to operational efficiency.

Working in a reputable establishment like Bowery, which specializes in quality steaks and diverse cuisine, has reinforced my passion for the culinary arts and strengthened my professional skills. The opportunity to learn from experienced chefs and be part of a dynamic team has prepared me for future challenges in the food and beverage industry.

Overall, this internship has not only enhanced my technical competencies but also developed my personal growth, professionalism, and readiness to pursue a career in this competitive and exciting field.

4.2 Problems and solution

During my internship at Bowery Semarang, I encountered several challenges that impacted both staff and daily operations:

- **Problem 1: High Staff Turnover in My Section**

Many staff members in my section left during my internship period. This resulted in me having to work continuously in the side dish section, which was demanding and limited my opportunity to rotate and gain broader experience.

Solution:

To address this, the management could improve staff retention by fostering a better work environment, offering more support, and ensuring fair work distribution. Providing clear career paths and recognizing employee efforts might also help reduce turnover.

- **Problem 2: Leadership and Work Environment**

Some staff left due to difficulties with management style, which affected morale and motivation.

Solution:

Leadership training for supervisors and open communication channels can improve relationships and create a more positive atmosphere.

- **Problem 3: Work Hours and Scheduling Issues**

At times, work hours did not align with contracts, causing fatigue.

Solution:

Establishing clear and fair scheduling, respecting contract terms, and monitoring workloads can help prevent employee burnout.

Despite these challenges, the experience taught me valuable lessons about resilience and adaptability in a fast-paced kitchen environment. Addressing these problems will help Bowery improve staff satisfaction and operational effectiveness in the future.

4.3 Suggestion

4.3.1 For Students

- Be proactive in learning and open to taking on different roles, especially during staffing shortages. This flexibility will build resilience and broaden skills.
- Communicate clearly with supervisors about your learning goals and workload to ensure a balanced internship experience.
- Prioritize personal hygiene and professionalism to make a positive impression and maintain a safe working environment.
- Use the internship to observe not only cooking techniques but also management practices and teamwork dynamics.

4.3.2 For Bowery

- Improve staff retention by providing supportive leadership, recognizing employee efforts, and fostering a positive work culture.
- Ensure work schedules adhere strictly to contract terms to prevent staff fatigue and dissatisfaction.
- Implement a better system for managing peak hours, such as increasing temporary support or optimizing shift distribution.
- Consider offering more structured training and mentoring for interns to maximize their learning and contribution.

4.3.3 For Ottimmo International Master Gourmet Academy

- Collect regular feedback from both students and industry partners to continuously improve the internship program.
- Facilitate workshops or seminars involving industry professionals to bridge the gap between academic learning and real-world challenges.