

CHAPTER I

INTRODUCTION

1.1 Background of Study

Internship programs can lend support to academic programs and to institutional initiatives involving student recruitment and retention. Internship programs can assist with skill development, such as writing skills, oral communication and computer skills, initiative, time management skills, dependability, professional skills, interaction with others, ability to contribute, the overall quality of work and attitude (Marsono et al., 2017).

Known as the “Land of Smiles,” Thailand offers a unique blend of traditional hospitality and modern tourism infrastructure, making it a great location for hospitality education and professional development. The author chose Thailand because of its leadership in the hospitality sector within Southeast Asia. Phuket, which is known as the largest island in Thailand, is a major tourist destination and an ideal environment for hospitality training. Centara Grand Beach Resort Phuket, located on the Karon Beach, stands out as a premier five-star resort. Operated by Centara Hotels & Resorts, one of Thailand’s leading hotel groups, the property is known for its upscale services, comprehensive facilities, and commitment to traditional Thai hospitality (Centara Hotels & Resorts, 2025).

The author chose to undertake an internship mainly to gain real-world experience. During the internship, the author had the chance to work alongside experienced chefs, observe kitchen operations, and apply what the author had learned in a fast-paced, high-pressure environment. This experience helped the author to improve not only technical abilities but also time management, teamwork, and adaptability. It also gave the author a deeper understanding of the standards expected in the hospitality industry, especially when it comes to maintaining quality and consistency.

1.2 Industrial Training Objectives

1. To acquire practical skills in food preparations
2. To develop time management skill, self-discipline and responsibility
3. To gain an understanding of customer service standards
4. To learn about effective teamwork and communication skills

1.3 The Benefits of Internship

1.3.1 For Students

- Gain working experience in the professional kitchen
- Learn how to interact with customer with the proper etiquette
- Understanding the kitchen operations from receiving and storing materials, preparing the product and serving to customers
- Building self-confidence in working

1.3.2 For Ottimmo International

- Build relationship with the hotel
- Introducing Ottimmo International to people across the country

1.3.3 For Centara Grand Beach Resort Phuket

- Getting manpower at a lower cost compared to full-time staff
- Having prospective staff members