

CHAPTER IV

CONCLUSION

4.1 Conclusion

This internship program that last for 6 months at Centara Grand Beach Resort Phuket has been a very valuable and rewarding experience for the author. It gave the author the opportunity to experience working in a professional environment, where the author was able to apply the knowledge that the author had learned from school while gaining real world experience in a five-star resort kitchen.

During this internship, the author developed and improved so many skills such as food preparation skills, knife handling, time management, and maintaining hygiene and safety standards in the kitchen. The author also learned on how to work under high-pressure environment, how to work as a part of a team, how to follow instructions from senior chefs, and many more.

Overall, this internship has helped the author grow both professionally and personally. The author is very grateful for the guidance and support of all the kitchen staffs. The author is confident that the skills and experience that the author got during this intership will be useful in the author's future culinary career.

4.2 Problem and Solution

1. Language barrier

Working with people that speak different language from ours is quiet hard. Especially, Thai people are not very fluent in English. Some understand and can speak simple sentences, but there are also some that neither can speak nor understand English. To handle this, the author began to exchange languages with the kitchen staffs, the author teach them English words and they will teach the author some Thai words.

But Google Translate is the most efficient way to communicate with each other when in times of urgency.

2. The foods in buffet not warm

The guests often complained on how the foods was not warm enough. So to overcome this, we continue to monitor the fire from the food heater so it does not go out.

3. Indian food is not to the guests expectation

In Phuket, there are a lot of Indian guests and they will look for Indian foods. That is why our hotel also provide some Indian foods. But many of the Indian guests complained on how the Indian foods was not to their taste. So to fix this, the General Manager ask for an Indian trainee to take over cooking the Indian foods because there was no other Indian chef in the kitchen. And when there is an event where the guests are all Indian, the hotel hired an Indian chef for short-term just to take care of the Indian foods.

4.3 Suggestion

4.3.1 For Students

1. Learn to be discipline and responsible.
2. Don't hesitate to ask when there's something you don't know.
3. Be respectful of other staff and trainee.
4. Keep being positive while working, try to complain less about work.
5. Increase curiosity and try to learn as much during the internship.

4.3.2 For Centara Grand Beach Resort Phuket

1. It would be better to fill in the vacant position of Executive Chef to optimize the kitchen operation.
2. The hotel serves Indian food, but many of the Indian guests is not satisfied with the taste of the Indian food. So it would be best for the hotel to hire a Chef that is an expert in Indian

cuisines because it is hard for just 1 trainee to take care of all the Indian foods.

3. Hiring more staff would be recommended rather than hiring short term casuals, because training new staff over and over again would not be efficient. And many staff complained about their heavy workload.
4. Communication between sous chef and junior sous chef must be improved to avoid more miscommunication.

4.3.3 For Ottimmo International Master Gourmet Academy

Try to be more in touch with the students, especially students that are interning abroad.