

**INDUSTRIAL TRAINING REPORT
INTERNSHIP REPORT AT JW MARRIOTT HOTEL
SURABAYA**



**ARRANGED BY
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**CULINARY ARTS STUDY PROGRAM
OTTIMMO INTERNATIONAL
MASTERGOURMET ACADEMY
SURABAYA
2025**

PLAGIARISM STATEMENT

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Surabaya, July 21th, 2025



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APPROVAL 1

Title : Industrial Training Report Internship Report at JW Marriott
Hotel Surabaya

Company Name : JW Marriott Hotel Surabaya

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Industrial Training conducted from 16th December 2024 until 15th June 2025 at

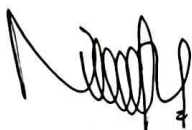
JW Marriott Hotel Surabaya

Approved By:

Advisor

Examiner I

Examiner II

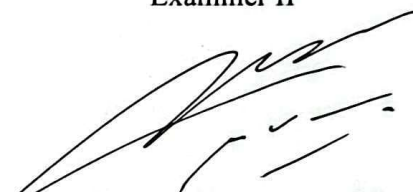


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PREFACE

Praise and gratitude I offer to God Almighty for His guidance and blessings during my six-month internship at JW Marriott Surabaya, as well as throughout the process of writing this internship report.

Through this internship program, I gained many valuable experiences, particularly in terms of teamwork, responsibility, and how to behave professionally in a real work environment. These experiences have greatly enriched my insight and skills, both technically in the pastry field and in personal development as a whole.

On this occasion, I would also like to express my gratitude to the various parties who have provided support, guidance, and encouragement during the internship process and the preparation of this report:

1. Novi Indah Permata Sari, S.T., M.Sc., as advisor
2. Zaldy Iskandar, B.Sc., as Director of Ottimmo International Culinary Art and Patisserie Academy
3. All pastry team members at JW Marriott Surabaya — including fellow trainees, casual workers, staff, and CDP pastry and bakery, who have guided, supported, and worked together with me during the internship
4. My family and friends who have always provided support, both mentally and materially

In conclusion, I hope this report can provide a clear overview of my internship experience and be beneficial for the readers.

Surabaya, July 21th, 2025



Abigail Phoebe Saputra

ABSTRACT

The purpose of this internship is to improve pastry-making skills, gain insight into the daily operations of a professional kitchen, and build effective teamwork. JW Marriott Surabaya is a five-star hotel known for its diverse culinary outlets, including Pavilion Restaurant, which serves buffet-style dining, and Surabaya Baking Company (SBCo), which specializes in retail pastries and beverages. Throughout the six-month internship, the author experienced various work shifts and was involved in routine production as well as large-scale events such as Christmas, New Year, Chinese New Year, Valentine's Day, Ramadan, Easter, and Metrics. These experiences enhanced the author's ability to work under pressure, take responsibility, and adapt to the fast-paced kitchen environment. Teamwork played a significant role during the internship, where tasks were divided among members to maintain efficiency and consistency. The author also learned to be responsive, detail-oriented, and considerate of kitchen layout and hygiene standards—skills that are crucial for a future career in the pastry industry.

Keywords: *Internship, JW Marriott Surabaya, Ottimmo International*

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