

CHAPTER I

INTRODUCTION

1.1. Background of The Study

Surabaya, the capital of East Java, is one of Indonesia's largest cities. Known as the City of Heroes, it features historical and cultural landmarks like the Tugu Pahlawan, Monkasel, and Suramadu Bridge. The city blends strong heritage with modern development and is recognized for its culinary scene, business activity, and local pride. Though not as popular as Bali for tourism, Surabaya is well-known among international business travelers. Many visit for meetings and company events, which explains the presence of numerous five-star hotels, including JW Marriott Surabaya.

The author chose to do the internship at Marriott Surabaya because of its strong reputation for service quality. As part of the global Marriott International chain, it offered a great opportunity to experience a professional and internationally recognized work environment. The author wanted to challenge myself, develop skills, and understand how a five-star hotel maintain its high standards

The author six-month internship, from December to June, took place in the pastry team and the author participated in preparations for major events like Christmas, New Year, Chinese New Year, Valentine's Day, Ramadan, Easter, and Metrics. The pastry team is divided into sections such as outlet, banquet, bakery, SBCo, and breakfast. The author was rotated through different teams to gain a broad understanding of each area. Working hours ranged from 9 to 12 hours a day, five days a week with two days off.

1.2 Industrial Training Objective

- Gain practical experience that complements academic knowledge
- Develop new skills and improve existing ones in a real work environment
- Build professional networks and relationships
- Enhance responsibility, discipline, and time management

- Prepare for future career opportunities

1.3 The Benefits of Internship

1.3.1 For Students

- Learn how to work effectively as part of a team
- Develop communication skills when interacting with guests
- Gain knowledge of food safety standards in a five-star hotel environment
- Get a real insight into how the professional world works
- Improve discipline and a sense of responsibility

1.3.2 For Ottimmo International MasterGourmet Academy

- Introduce Ottimmo to a broader audience
- Establish and maintain a strong relationship with JW Marriott Surabaya

1.3.3 For JW Marriott Hotel

- Build connections with trainees who may become future casuals or staff members
- Get extra help in the kitchen from trainees while keeping labor costs manageable
- Build good relationships with culinary schools