

CHAPTER IV

CONCLUSION

4.1 Conclusion

During this internship, I gained valuable experience in technical pastry skills and proper use of kitchen equipment. I learned how to adapt and perform under pressure during busy periods and large-scale events, while consistently preparing a variety of desserts and managing time effectively in a professional kitchen setting. Throughout the six-month internship, I had the opportunity to rotate through various pastry outlets, including SBCo and outlet, each presenting unique challenges and learning experiences. I was also involved in special events such as Christmas, New Year, Chinese New Year, Valentine's Day, Ramadan, Easter, and corporate gatherings like Metrics, all of which strengthened my ability to work efficiently as part of a team.

I also learned the importance of cleanliness, food hygiene, proper grooming, and communication etiquette when handling guest orders or coordinating with other departments. Daily tasks included labeling and storing food correctly, managing inventory, and handling leftovers.

The pastry team at JW Marriott Surabaya has been very supportive and welcoming throughout this journey. They were patient and willing to teach, allowing me to grow both personally and professionally. I am deeply grateful for the opportunity to complete my internship here and for all the knowledge and experiences I have gained.

4.2 Problem and Solution

1. Guest complain on food hygiene

A problem occurred while handling the dinner buffet when a guest suddenly complained that there was a strand of hair in the nagasari. Immediate action was taken by sincerely apologizing to the guest and replacing the item with a new one. Right after that, the issue was reported to the staff in charge. As a follow-up, extra

attention was given to double-checking all traditional snacks before setting them up to ensure cleanliness and avoid similar incidents in the future.

2. Hot dish temperature issue

During the first few days of being in charge at the breakfast station, a service staff requested a French toast for an à la carte order. The author, not knowing it had to be freshly made, served a reheated one instead. Unfortunately, the guest complained that it was not warm enough. Right after that, the author immediately prepared a fresh and hot French toast to ensure the guest was satisfied, and made sure to remember the correct procedure moving forward.

4.3 Suggestion

4.3.1 For Student

- Learn to work faster while maintaining quality
- Increasing curiosity in learning how to create something
- Learn how to serve and interact with customer professionally
- Respect all staff and other trainees
- Being brave enough to say no if something is deemed incorrect
- Prepare both mentally and physically for the internship

4.3.2 For JW Marriott Hotel Surabaya

- Pay more attention to trainee working hours especially when it is already past midnight
- Increase kitchen staff so that there are no difficulties when there is a lot of work

4.3.3 For Ottimmo International MasterGourmet Academy

- Maintain good relations and communication with JW Marriott Hotel Surabaya.