

BIBLIOGRAPHY

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APPENDIX

Appendix 1. Executive Chef, Staff and Trainees





Appendix 2. Appraisal Form

Internship Appraisal Form



AKADEMI KULINER & PATISERI
OTTIMMO®
INTERNASIONAL
CULINARY ARTS - GASTRONOMY | BAKING & PASTRY ARTS

INTERNSHIP

PLACE: JW Marriott Hotel Surabaya

First Name Abigail Phoebe Last Name Saputra

Review Period/s : ☐ Monthly ☒ Quarterly ☐ Bi-annualy ☐ Annually Date Joining
:

Intern's Position : Trainee Department : Pastry

REVIEW DATE : 15 Juni 2025 Direct Supervisor : Dodik Hermanto x

GRADING FACTORS

1. ORGANIZATIONAL & COMMUNICATION

Staffs Relations

Consistently demonstrates: attentiveness, courtesy and efficient service to other staff.
Creates friendly environment.

3,5

Team Player

Cooperates and works well with others. Enthusiastic, portrays s positive manner and
Works toward the Company's goal/s.

4

Follow -Through

Sees tasks through completion. Finishes work so that next shift is prepared.

3,5

2. CUSTOMERS INTERACTIONS

Customer Relations (*if any)

Consistently demonstrates: attentive, courtesy and efficient service to customers.
Treat customers with Considerations and Respects

3,5

3. PERSONAL PRESENTATIONS

Grooming Standards

Practices and displays proper grooming, personal hygiene and care.

4

Maintains hair and facial hair (*if any) per proper F&B industrial standards

Uniforms

Always wear the proper and designated uniform.

3,5

4. ON THE JOB & KNOWLEDGE

Dependability

Can be counted upon to do what is expected and required

3,5

Follow instructions and completes work on time with minimum supervision

Work Quality

Work performed according to Chef's standard and on-site work requirements

3,5

All job descriptions specification are met. Consistency in work. All recipes are followed

Work Quantity

Complete the expected amount of work in relation to Company's standards

3

Grading Guidelines.

Using the 4 point scale below, fill up the following table:

- 4 – Exceeds expectations
- 3.5 – Somewhat Exceeds Expectations
- 3 – Meets expectations
- 2.5 – Somewhat meets expectations
- 2 – Less than expectations
- 1.5 – Somewhat less than expectations
- 1 – Inadequately short of expectations

Discussions/Notes;

Phoebe does his job well, good responsible and complete his task very well. All the best for her.

PERFORMANCE SUMMARY * to be filled by OTTIMMO International

TOTAL POINTS _____


RATING _____

ACTION PLANS FOR DEVELOPMENT NEEDS


1. _____
2. _____
3. _____
4. _____
5. _____

III. SIGNATURES

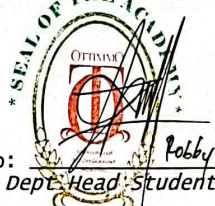
On-Site Manager/Owner/Chef

Signature & Stamp:  Dated 15 - JUNE . 2025

The Intern

Signature:  Abigail Phoebe S. Dated 15 June 2025


OTTIMMO International MasterGourmet Academy

Signature & Stamp:  Dated 1 July 2025
Dept. Head: Student Affairs


Appendix 3. Certificate



Appendix 4. Internship Evaluation Form



Intern Performance Appraisal Form



HOTEL
INTERNSHIP PROGRAM

Intern's Name: Abigail Phoebe Saputra

Job Title: Intern

Supervisor's Name: Dodik Hermanto

Review Period: 16 Des 24 – 15 Jun 25

Type of Review: ☒ Annual Review ☐ Quarter Review ☐ Others

EID Number: Intern

Department/Section: Culinary Pastry

Date: 09 June 2025

| COMPETENCY SUCCESS RATINGS | | |
|---|--|---|
| Competency | Rating 40 – Key Contributor (K) 30 – Strong Performer (SP) 20 – Solid Performer (P) 10 – Sub-performer (U) | Supporting Comments |
| 1. Technical Expertise <ul style="list-style-type: none"> ➤ Knows and understands the nature, details, and demands of the job. ➤ Performs all technical / procedural requirements of the job. ➤ Willing to further learn and improve on the job. | 30 | Bibi a good understanding of the job and she is willing to learn. |
| 2. Focusing on Customers <ul style="list-style-type: none"> ➤ Pleasant, courteous, cordial relations with guests and other associates. ➤ Actively listens and asks questions of customers to assess the level of satisfaction with the service being provided. ➤ Proactively demonstrates hospitality, good manners, and right conduct in all customer interactions. ➤ Follow through on customer inquiries, requests, and complaints. | 29 | She provides good service for the guest, both at the pavilion, banquet and SB Co. |
| 3. Promoting Teamwork and Relationships <ul style="list-style-type: none"> ➤ Works well and maintains pleasant relationship with associates and superiors. ➤ Deals with conflict objectively. ➤ Responsive and takes part in group effort. ➤ Willing to assist or offer services. ➤ Cooperates and works well with other departments. | 32 | She can work well with all pastry team and responsive |
| 4. Accomplishing Work (Quality & Quantity) <ul style="list-style-type: none"> ➤ Meets output requirements of the job. ➤ Work done is accurate and thorough. ➤ Tries new approaches to overcome obstacles or to accomplish challenging objectives. ➤ Takes on additional work positively. ➤ Comes to work on time every time. ➤ Promotes safety and protects company assets. | 29 | Always arrive on time willing to work over time and good work result |
| 5. Dealing with Change <ul style="list-style-type: none"> ➤ Seeks understanding of new procedures or methods resulting from change. ➤ Shows willingness to learn new methods, procedures, techniques, or systems resulting from departmental change. ➤ Adaptable and takes action to make changes work. ➤ Sees change as an opportunity rather than a problem. ➤ Submits ideas for improvement. | 30 | She adapts quickly and want to learn new methode |
| 6. Communicating Openly <ul style="list-style-type: none"> ➤ Asks questions as necessary to clarify the message. ➤ Openly and accurately reports errors, mistakes, and unintended outcomes without rationalizing them. ➤ Actively listens and responds to fellow associates. ➤ Shares relevant information in a timely manner. ➤ Participates in group discussions / meetings. | 30 | Good communication with others to avoid mistakes |
| 7. Responsibility & Dependability <ul style="list-style-type: none"> ➤ Completes tasks, able to work without detailed supervision. ➤ Resourceful and reliable. ➤ Demonstrates empowerment. | 30 | Good responsible |

OVERALL PERFORMANCE RATING

At the end of the performance period, enter the key competencies average.

Key Competencies Average:

Add 7 Key Competencies points and divide by 7

210 / 7 : 30.0

Round:

36.67 - 40.00 = K
27.17 - 36.66 = SP
17.67 - 27.16 = P
10.00 - 17.67 = U

Overall Rating:

30.0 / SP

OVERALL PERFORMANCE RATING

Supervisor's Comments:

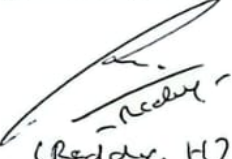
Bibi has agood talent for pastry, hopefully in the future she can continue to develop well and become succesful

Department Head's Comments:

Intern's Signature / Date


Abigail Phoebe S

Supervisor's Signature / Date


Reddy. H?

Department Head's Signature / Date



Xuli Hapxanto

Additional level of approval for an overall performance rating of "K"
(Key Contributor)

Signature / Date


Human Resources Leader's Signature / Date







Appendix 5. Consultation Form







OTTIMO
INTERNASIONAL

Akademi Kuliner & Pastry

CONSULTATION FORM
INDUSTRIAL TRAINING /
FOODPRENEURSHIP

| No | Date | Topic Consultation | Name/ Signature |
|----|---------|---------------------------------------|--|
| 1 | 14/6/15 | Chapter 1 : Introduction |  |
| 2 | 18/6/15 | Chapter 2 : History of Hotel |  |
| 3 | 19/6/15 | Chapter 2 : Establishment Description |  |
| 4 | 20/6/15 | Chapter 2 : Hygiene & Sanitation |  |
| 5 | 23/6/15 | Chapter 3 : Job Description |  |
| 6 | 24/6/15 | Chapter 3 : Products |  |

| No | Date | Topic Consultation | Name/ Signature |
|----|---------|--------------------------|---|
| 7 | 25/6/15 | Chapter 3 : Events |  |
| 8 | 26/6/15 | Chapter 4 & Bibliography |  |
| 9 | 30/6/15 | Abstract |  |
| 10 | 30/6/15 | Recognition |  |
| | | | |

Name : Anggil Proke S

Student Number : 221 413 0010026

Advisor : Novi Indah Permata Sari, S.T., M.Sc

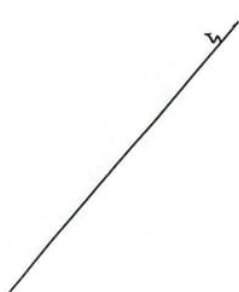

Appendix 6. Correction List

11 July 2025 / 10.30-11.15



AKADEMI KULINER & PATISERI
OTTIMMO®
INTERNASIONAL
CULINARY ARTS | GASTRONOMY | BAKING & PASTRY ARTS

Student Name : Abigail Phoebe Saputra
Student Number : 2274130010026
Exam Day & Date : Selasa, 11 July 2025
Lecture : Novi Indah Permata Sari, S.T., M.Sc
(19951109 2202 083)

| No | Correction List | Page | Approval |
|----|--|------|---|
| |  | |  |

Acknowledge,
Advisor



(Novi Indah Permata Sari, S.T., M.Sc)
19951109 2202 083



AKADEMI KULINER & PATISERI
OTTIMMO®
 INTERNASIONAL
 CULINARY ARTS | GASTRONOMY | BAKING & PASTRY ARTS

Student Name : Abigail Phoebe Saputra
 Student Number : 2274130010026
 Exam Day & Date : Selasa, 11 July 2025
 Lecture : Elma Sulistiya, S.TP., M.Sc.
 (19970916 2302 087)

| No | Correction List | Page | Approval |
|----|-------------------|------|----------|
| | cele pada laporan | | 39 |

Acknowledge,
 Advisor

(Novi Indah Permata Sari, S.T., M.Sc)
 19951109 2202 083



AKADEMI KULINER & PATISERI
OTTIMMO®
 INTERNASIONAL
 CULINARY ARTS | GASTRONOMY | BAKING & PASTRY ARTS

Student Name : Abigail Phoebe Saputra
 Student Number : 2274130010026
 Exam Day & Date : Selasa, 11 July 2025
 Lecture : Michael Valent, A.Md.Par
 (19950219 2001 074)

| No | Correction List | Page | Approval |
|----|-----------------|------|----------|
| | | | |

Acknowledge,
 Advisor

(Novi Indah Permata Sari, S.T., M.Sc)
 19951109 2202 083

Appendix 7. Recapitulation of Industrial Training Activities

RECAPITULATION OF INDUSTRIAL TRAINING ACTIVITIES

Name : Abigail Phoebe Saputra
Study Program : D3
Placement of Industrial Training : JW Marriott Surabaya
Field of Work : Pastry
Activity Notes : Month I/II/III/IV/V/VI

| Week | Description of Activities |
|------|--|
| I | <ul style="list-style-type: none">- Shape Java cookies- Shape dark choco cookies- Make and shape pandan cookie dough- Make and shape strawberry thumbprint dough- Decorate 3 kinds of gateaux, roll cake, whole cake, whole pie for the lobby- Set up for the lobby |
| II | <ul style="list-style-type: none">- Make and shape pandan cookie dough- Make and double chocolate cookie dough- Make and wooden ring cookie dough- Make and red velvet cookie dough- Make and mocha chunk cookie dough- Dip Madeleines in chocolate for Christmas tree decoration- Decorate 3 kinds of gateaux, roll cake, whole cake, whole pie for the lobby- Set up for the lobby- Make Christmas fondant décor |
| III | <ul style="list-style-type: none">- Make and portion whole cheesecake- Decorate pudding for New Year- Decorate several petit gateaux for New Year event- Set up for New Year at ballroom and Pavilion- Prepare condiments for es campur, live cooking and ice cream for buffet- Decorate petit gateaux and pudding for buffet- Prepare traditional Indonesian snacks for buffet- Set up buffet |

| | |
|----|---|
| IV | <ul style="list-style-type: none"> - Prepare kembang goyang, semprong, lapis surabaya, and lapis legit for amenities - Make coconut sauce for es campur - Prepare traditional Indonesian snacks and live cooking for buffet - Decorate petit gateaux and pudding for buffet - Prepare decorations for buffet - Set up buffet - Make white and choco Chantilly, fruit gel, choco crunchy, dadar gulung, white and dark roulade - Make Chinese New Year fondant decorations |
|----|---|

RECAPITULATION OF INDUSTRIAL TRAINING ACTIVITIES

Name : Abigail Phoebe Saputra
 Study Program : D3
 Placement of Industrial Training : JW Marriott Surabaya
 Field of Work : Pastry
 Activity Notes : Month I/II/III/IV/V/VI

| Week | Description of Activities |
|------|--|
| I | <ul style="list-style-type: none"> - Make coconut sauce for es campur - Prepare traditional Indonesian snacks for buffet - Prepare and refill condiment live cooking station, ice cream, es campur for buffet - Set up and closing buffet - Make and shape wooden ring and sable - Make milky pie, white and dark roulade - Make 3 types bubur (Mutiara/grendul, ketan hitam, kacang hijau) - Prepare and set up for afternoon tea, evening cocktail, and cordial |
| II | <ul style="list-style-type: none"> - Prepare kembang goyang, semprong, lapis surabaya, and lapis legit for amenities - Make coconut sauce for es campur - Prepare traditional Indonesian snacks and live cooking snacks for buffet - Decorate petit gateaux and pudding for buffet - Prepare decorations for buffet - Set up buffet - Make white and choco Chantilly, fruit gel, white and dark roulade, lapis surabaya, burn cheese cake, micro sponge and buttercream - Make Chinese new year fondant decoration |
| III | <ul style="list-style-type: none"> - Make coconut sauce for es campur - Prepare traditional Indonesian snacks for buffet - Prepare and refill condiment live cooking, ice cream, and es campur for buffet - Set up and closing buffet - Make 3 types bubur (Mutiara/grendul, ketan hitam, kacang hijau) - Prepare and set up for afternoon tea, evening cocktail, and cordial - Make white and dark roulade, cheese cake and brownies |

| | |
|----|--|
| IV | <ul style="list-style-type: none"> - Prepare kembang goyang, semprong, lapis surabaya, and lapis legit for amenities - Make coconut sauce for es campur - Prepare traditional Indonesian snacks and live cooking for buffet - Decorate petit gateaux and pudding for buffet - Prepare decorations for buffet - Set up buffet - Make white and choco Chantilly, fruit gel, white and dark roulade, lapis Surabaya, espresso pie, lemon meringue pie, buttercream - Make Valentine choco decor |
|----|--|

RECAPITULATION OF INDUSTRIAL TRAINING ACTIVITIES

Name : Abigail Phoebe Saputra
 Study Program : D3
 Placement of Industrial Training : JW Marriott Surabaya
 Field of Work : Pastry
 Activity Notes : Month I/II/III/IV/V/VI

| Week | Description of Activities |
|------|---|
| I | <ul style="list-style-type: none"> - Prepare kembang goyang, semprong, lapis surabaya, and lapis legit for amenities - Make coconut sauce for es campur - Prepare traditional Indonesian snacks and live cooking for buffet - Decorate petit gateaux and pudding for buffet - Prepare decorations for buffet - Set up buffet - Make white and choco Chantilly, fruit gel, white and dark roulade, lapis surabaya, nastar crumble, and burn cheese cake - Finishing matcha gateaux and choco layer |
| II | <ul style="list-style-type: none"> - Make coconut sauce for es campur - Prepare traditional Indonesian snacks for buffet - Prepare and refill condiment live cooking, ice cream, and es campur for buffet - Set up and closing buffet - Make 3 types bubur (Mutiar/grendul, ketan hitam, kacang hijau) - Make wooden ring, gajar halwa, and basbousa - Prepare and set up for afternoon tea, evening cocktail, and cordial |
| III | <ul style="list-style-type: none"> - Prepare and refill manisan, kurma, and condiment for fountain and ice cream - Prepare traditional Indonesian snacks, traditional Indonesian drink and middle eastern dessert for buffet - Set up and closing buffet - Make 3 types bubur (Mutiar/grendul, ketan hitam, kacang hijau) - Prepare and set up for evening cocktail - Make white and dark roulade, nastar cake, terang bulan, lokma, marble brownies and muhalabiya |

| | |
|----|--|
| IV | <ul style="list-style-type: none"> - Prepare and refill manisan, kurma, and condiment for fountain and ice cream - Prepare traditional Indonesian snacks, traditional Indonesian drink and middle eastern dessert for buffet - Set up and closing buffet - Make 3 types bubur (Mutiar/grendul, ketan hitam, kacang hijau) - Prepare and set up for evening cocktail - Make kastengel cake, terang bulan, lokma, financier, and uma ali |
|----|--|

RECAPITULATION OF INDUSTRIAL TRAINING ACTIVITIES

Name : Abigail Phoebe Saputra
 Study Program : D3
 Placement of Industrial Training : JW Marriott Surabaya
 Field of Work : Pastry
 Activity Notes : Month I/II/III/IV/V/VI

| Week | Description of Activities |
|------|---|
| I | <ul style="list-style-type: none"> - Prepare kembang goyang, semprong, lapis surabaya, and lapis legit for amenities - Decorate petit gateaux and pudding for buffet - Prepare decorations for buffet - Make white and choco Chantilly, fruit gel, white and dark roulade, kastengel cake, uma ali, cassava cheese cake, and gajar halwa. |
| II | <ul style="list-style-type: none"> - Prepare and refill manisan, kurma, and condiment for fountain and ice cream - Prepare traditional Indonesian snacks, traditional Indonesian drink and middle eastern dessert for buffet - Set up and closing buffet - Make 3 types bubur (Mutiara/grendul, ketan hitam, kacang hijau) - Prepare and set up for evening cocktail - Make nastar cake, terang bulan, marble brownies, red velvet cake, buttercream, lemon ginger cookies and milky pie |
| III | <ul style="list-style-type: none"> - Prepare red velvet cake, cheese cake, fitbar, and klepon roll for amenities - Prepare condiment es campur, fountain, ice cream, kurma, and manisan - Decorate petit gateaux and pudding for buffet - Prepare middle eastern dessert and traditional Indonesian snacks - Prepare decorations for buffet - Set up buffet - Make white and choco Chantilly, fruit gel, white roulade, nastar cake, red velvet cake, klepon roll cake, cheese cake, and marble brownies |

| | |
|----|---|
| IV | <ul style="list-style-type: none"> - Prepare traditional Indonesian snacks and special breakfast - Prepare backup for croissant, fruit danish, donut, and Indonesian traditional snacks - Set up and close breakfast service - Prepare and refill condiments for ice cream, live cooking, and jam - Make chocolate sauce, vanilla sauce, cinnamon sauce, plain sauce, waffle, palm sugar syrup, marble cake, bubur kacang hijau, and bubur Mutiara - Slice brioche for French toast and weigh 3 types muffin batter - Mold butter and maple butter |
|----|---|

RECAPITULATION OF INDUSTRIAL TRAINING ACTIVITIES

Name : Abigail Phoebe Saputra
 Study Program : D3
 Placement of Industrial Training : JW Marriott Surabaya
 Field of Work : Pastry
 Activity Notes : Month I/II/III/IV/V/VI

| Week | Description of Activities |
|------|---|
| I | <ul style="list-style-type: none"> - Prepare traditional Indonesian snacks and special breakfast - Prepare backup for croissant, fruit danish, donut, and Indonesian traditional snacks - Set up and close breakfast service - Prepare and refill condiments for ice cream, live cooking, and jam - Make fruit sauce, vanilla sauce, cinnamon sauce, plain sauce, waffle, pancake, gluten cake, dry cake, choco muffin, bubur ketan hitam, and grendul - Slice brioche for French toast and weigh 3 types muffin batter - Mold butter and maple butter |
| II | <ul style="list-style-type: none"> - Prepare traditional Indonesian snacks and special breakfast - Prepare backup for croissant, fruit danish, donut, and Indonesian traditional snacks - Set up and close breakfast service - Prepare and refill condiments for ice cream, live cooking, and jam - Make choco sauce, vanilla sauce, cinnamon sauce, plain sauce, waffle, pancake, marble cake, oat muffin, pandan muffin, bubur kacang hijau, and grendul - Slice brioche for French toast and weigh 3 types muffin batter - Mold butter and maple butter |
| III | <ul style="list-style-type: none"> - Prepare traditional Indonesian snacks and special breakfast - Prepare backup for croissant, fruit danish, donut, and Indonesian traditional snacks - Set up and close breakfast service - Prepare and refill condiments for ice cream, live cooking, and jam |

| | |
|----|--|
| | <ul style="list-style-type: none"> - Make choco sauce, vanilla sauce, cinnamon sauce, plain sauce, waffle, gluten cake, choco muffin, taro muffin, bubur mutiara, and grendul - Slice brioche for French toast and weigh 3 types muffin batter - Mold butter and maple butter |
| IV | <ul style="list-style-type: none"> - Decor and set up 4 types whole cake for SBCO - Set up lapis Surabaya display and lobby - Bake and set up soft cookies - Spray 7 types mousse - Make choco decor and fondant decor - Make strawberry shortcake, tiramisu, mascarpone cheesecake, choco dulce |

RECAPITULATION OF INDUSTRIAL TRAINING ACTIVITIES

Name : Abigail Phoebe Saputra
 Study Program : D3
 Placement of Industrial Training : JW Marriott Surabaya
 Field of Work : Pastry
 Activity Notes : Month I/II/III/IV/V/VI

| Week | Description of Activities |
|------|--|
| I | <ul style="list-style-type: none"> - Decor and set up 4 types whole cake for SBCO - Set up lapis Surabaya display and lobby - Bake and set up soft cookies - Spray 7 types mousse - Make choco decor - Make strawberry shortcake, alpenliebe, choco fudge, mascarpone cheesecake, raspberry mousse, soft cookies, and sable |
| II | <ul style="list-style-type: none"> - Decor and set up 4 types whole cake for SBCO - Set up lapis Surabaya display and lobby - Bake and set up soft cookies - Spray 7 types mousse - Make choco decor - Make strawberry shortcake, tanamera cake, choco dulcely, tiramisu, palm sugar cookies, double chocolate cookies, pandan cookies, and alpenliebe |
| III | <ul style="list-style-type: none"> - Decor and set up 4 types whole cake for SBCO - Set up lapis Surabaya display and lobby - Bake and set up soft cookies - Spray 7 types mousse - Make choco décor and fondant decor - Make strawberry shortcake, choco fudge, avocado bailey's mousse, raspberry mousse, rosey lunar, sable, tiramisu, mascarpone cheesecake, and fortune cookies |

| | |
|----|--|
| IV | <ul style="list-style-type: none"> - Decor and set up 4 types whole cake for SBCO - Set up lapis Surabaya display and lobby - Bake and set up soft cookies - Spray 7 types mousse - Glaze 2 types of mousse - Make choco decor - Make strawberry shortcake, tiramisu, praline and mascarpone cheesecake |
|----|--|