

CHAPTER IV

CONCLUSION

4.1 Conclusion

The author completed a six-month internship in the hot kitchen at Common Grounds Surabaya. This hands-on experience offered valuable knowledge and skills that went beyond what was taught in school. Starting with no previous experience working in a professional kitchen, the author gradually learned how the kitchen operates, how to handle different types of cuisine, and how to function as part of a real culinary team.

Throughout the internship, the author developed a stronger sense of discipline, responsibility, and the ability to work efficiently under pressure. Interns were also trained to solve problems quickly and handle large-scale food preparation. The experience emphasized the importance of maintaining hygiene and sanitation—not just in food handling, but also in the cleanliness of equipment and personal hygiene of kitchen staff.

The author also learned practical culinary skills such as creating dishes with unique flavor combinations, preparing seasonal menus, and preserving food to maintain its quality. Guidance from experienced chefs and coworkers made the experience even more meaningful and has helped prepare the author for a future in the food and beverage industry.

4.2 Problem and Solution

1. Insect and Pest Presence in the Kitchen

The presence of pests such as cockroaches and shrews was observed in the kitchen and stewarding areas, raising serious hygiene and safety concerns. This issue could be mitigated through stricter hygiene protocols, more frequent deep-cleaning routines, sealed food storage systems, and regular pest control services to ensure a sanitary work environment.

2. Outdated or Damaged Equipment

Delays in replacing worn-out or faulty kitchen equipment, such as grills, vacuum sealers, and knives forced staff to adapt their methods and often slowed operations. A regular equipment audit schedule, paired with a streamlined procurement process, would help ensure tools remain in optimal condition and reduce disruptions to kitchen productivity.

3. Shortage of Human Resources

The lack of sufficient kitchen staff often led to excessive overtime, causing fatigue and contributing to high employee turnover. To address this, management should evaluate staffing needs more accurately and consider hiring part-time or shift-based workers during peak hours to reduce pressure on existing staff and support employee well-being.

4. Limited Availability of Ingredients and Equipment

Frequent shortages of essential ingredients and cooking tools disrupted workflow and sometimes led to menu limitations. To solve this, implementing a more proactive inventory system that tracks stock levels in real time and allows for early reordering would increase efficiency and prevent service delays.

5. Clogged Drainage

Drainage problems caused wastewater to accumulate on the floor, creating slippery and unsafe working conditions. Installing more effective drainage systems and conducting regular maintenance checks would help prevent blockages and maintain a safer, more comfortable workspace for staff.

4.3 Suggestion

4.3.1 For Student

1. Stay curious and eager to learn throughout the internship.
2. Respect all staff and fellow trainees in the workplace.
3. Complete every task with sincerity and a positive attitude.

4. Prepare your physical and mental health to face the demands of the internship.
5. Be open to trying new things to build your skills and experience.
6. Learn to manage your time well to stay organized and disciplined.

4.3.2 For Ottimmo International Master Gourmet Academy

1. Build and maintain strong communication and positive relationships with Common Grounds Surabaya.
2. Ensure the safety and well-being of every student throughout the internship period.
3. Conduct monthly check-ins, especially for students interning alone or without fellow peers.
4. To not suggest students to intern at Common Grounds.

4.3.3 For Common Grounds Surabaya

1. Treat employees with respect and avoid rude or demeaning behavior.
2. Ensure adequate staffing to reduce excessive workloads and overtime.
3. Provide fair wages that reflect the effort and contribution of workers.
4. Equip staff with proper tools and resources necessary to do their jobs effectively.
5. Comply with labor regulations, including working hours and rest periods.
6. Avoid placing excessive pressure or unrealistic demands on employees.
7. Foster a positive and supportive work environment.
8. Acknowledge and appreciate the contributions of every team member.