

CHAPTER IV

CONCLUSION

4.1 Conclusion

At the beginning of the internship selection process, the author was drawn to Lulu Bistrot, a French restaurant located in Canggu. Throughout the six-month internship period, the author gained invaluable hands-on experience. Although the initial stages were challenging—particularly in adapting to new responsibilities and establishing communication with team members—over time, the author began to truly enjoy working at the restaurant. There were moments of difficulty, including misunderstandings with colleagues and occasional mistakes. However, during the busy Eid season in April, when several Muslim staff members were on leave, the author was entrusted with managing the cold section with only one other person. This responsibility was handled successfully, and as a result, the Executive Chef personally acknowledged the author's performance. The support and guidance from senior staff also played a crucial role, as they not only acted as mentors but also fostered a strong sense of camaraderie. This internship taught the author how to work effectively as part of a team, handle pressure, plate dishes properly, take responsibility for mistakes, and maintain discipline. All of these lessons have become valuable preparation for working in the professional culinary industry.

4.2 Problem and Solutions

1) Slow Menu Rotation

Another issue observed was the slow rotation of menu items. Some dishes remained on the menu for an extended period, which could lead to a lack of excitement for returning customers and limited opportunities for the kitchen staff to explore new techniques or ingredients. A possible solution to this issue is that the restaurant could benefit from more frequent seasonal menu changes or special weekly dishes. This would not only keep the dining

experience fresh for customers but also encourage creativity and continuous learning among kitchen staff.

2) Slow Response to Kitchen Equipment Damage

During the internship, I encountered several instances of damaged kitchen equipment such as broken blenders or dull knives that were not addressed promptly. This delayed food preparation and increased pressure on the staff, especially during busy hours. Solution to this issue is that there should be a more responsive maintenance system, including regular equipment checks and quicker handling of repair requests.

3) Ticketing System

In Lulu Bistrot's kitchen workflow, incoming orders are separated into two ticket lines right for the hot section and left for the cold section. Ideally, a chef would be assigned to manage and read each ticket. However, in the cold section, there is often no designated staff for this role, so the author frequently handled the task. During peak hours, this sometimes led to errors in reading ticket details, such as preparing a dish (e.g., beef tartare) at the wrong course timing, even when another staff member was already assigned to it. To address this issue, chefs should provide training on how to accurately read and interpret the order sequence on kitchen tickets to prevent such errors.

4) Customer Intolerance to Ingredients

One day, a customer ordered beef tartare and requested it without shallots due to a food allergy. However, due to a lack of clear communication or oversight, the dish was mistakenly served with shallots included. Although the customer did not experience a serious allergic reaction, the incident highlighted the importance of being highly attentive to allergen-specific requests. Therefore, It is crucial to implement a stricter double-checking system for allergy-related orders, such as marking the ticket clearly, verbally confirming with the chef, and ensuring final checks before plating and serving the dish, as a solution.

4.3 Suggestions

4.3.1 For Student

It is important to always show respect to senior staff and fellow team members, as mutual respect fosters a healthy working environment. Students should also be mentally prepared to work under pressure, especially during busy service hours. Taking full responsibility for any mistakes made during the internship is crucial for personal and professional growth. Furthermore, students are encouraged to maintain a strong willingness to learn new skills and knowledge every day, as the culinary world is constantly evolving.

4.3.2 For Lulu Bistrot

It is recommended to improve clarity in task assignments, particularly in the cold kitchen section, to avoid confusion and inefficiencies. Enhancing the lighting in the dining area would also improve the customer experience by creating a more pleasant ambiance. Additionally, conducting more hands-on, skill-focused culinary training sessions for kitchen staff can help ensure consistency, precision, and overall improvement in dish execution.

4.3.3 For Ottimmo

Improve communication and coordination with partner restaurants through regular evaluations and follow-ups to ensure a more effective and supportive internship experience for students.