

CHAPTER I

INTRODUCTION

1.1 Background of Study

Internship is a training activity or course carried out by students to improve their soft skill competencies. Internships carried out by students can not only provide benefits to students who take part in the internship program, but with internship activities companies can also get many benefits, one of which is to improve the company's image in the eyes of many people. In addition, (Kwan Kipreos, 2016) also said that accepting students to do internship programs in their companies can provide opportunities for their companies to recruit new employees so that companies can save more costs that should be spent on recruitment. Besides gaining experience, students will be able to build a network of potential employers, which can be invaluable when seeking permanent employment in the hospitality industry. It is important to undertake internship experience because it not only gives students hands-on experience but also provides them with learning opportunities while also give the opportunity to apply the concepts and theories that are learn in real life.

The Author selected Dubai as the location for the 6 months internship because Dubai is thriving in hospitality industry, diverse culinary scene, and opportunities for international exposure, evident from the many kinds of hotel and tourist from all around the world. According to the author's research, Taj Exotica Resorts & Spa have many kinds of outlets with different theme to ensure an optimal learning experience. Taj Exotica Resorts & Spa, The Palm, Dubai is a hotel under The Indian Hotels Company Limited (IHCL) which is known for its luxury and authentic experiences The Taj Exotica brand operates resorts and spas in various locations, including the Maldives, Goa, Dubai, and the Andamans. Not only that IHCL also manages other brands such as Vivanta, SeleQtions, and Ginger. The internship program lasted a duration of 6 months starting from December 10th 2024 to May 25th 2025, where the author wotk in pastry kitchen.

The reason author wants to pursue an internship program is because internship is very important for undergraduate education by giving students hands-on experience in the professional kitchen industry. Internship program makes a pathway for newly graduated people with professionals with years of experience in the industry. After completing the internship program, the author wishes to have knowledge of the culinary and kitchen industry along by making networks with individual in the food and beverage business, securing employment opportunities.

1.2 Industrial Training Objective

1. Gain understanding into the operations of the kitchen and culinary industry
2. Obtain expertise and proficiency in the professional kitchen
3. Develop skill in interpersonal communication and collaboration within a team
4. Preparing students for future employment by improving their technical and interpersonal competencies.

1.3 Benefit of Internship

1.3.1 For Students

1. Obtain experienced in handling high-pressure situations while maintaining focus on details
2. Gain training to hone responsibility from supervisor that gave tasks
3. Student can use the knowledge they got and accumulated during their college education
4. Have the opportunity to expand student's network within their profession, increasing the chance to find employment upon graduation

1.3.2 For Ottimmo International

1. Students can bring and introduce Ottimmo International to strong-brand hotels
2. Expanding university network to high-end hotels and restaurants

1.3.3 For Taj Exotica Resort & Spa, The Palm, Dubai

1. Hotels hire workers to help staff at less expense
2. Making an excellent reputation among students, being a great hotel option for future students that is looking for opportunity
3. Allows the recruitment of potential new employees as students have already work in the company's operations