

CHAPTER IV

CONCLUSION

4.1 Conclusion

The author gained many new experiences after undergoing a six month internship. Working under pressure, having a strong sense of responsibility for what author does, learning to work in a team, learning to help solve problems, and other interesting things.

During this internship, the author gained not only positive experiences but also negative ones that can be used as lesson for the future. The author is very grateful to all employees for their willingness to share their knowledge and experiences throughout their careers. The head chefs are always willingnees to share their knowladge and give us the opportunity to learn and handle firsthand what happens during the producion process.

4.2 Problem and Solution

1. Miscomunication of missing products

During the afternoon shift in the pastry departement, the author finished the cakes and arranged the orders into containers, which would be double cheked the next day by the morning shift before the products were shipped. During the check, one of the products was found to have not been prepared beforehand, this caused a delay in product delivery. However, it turned out there was a miscommunication, where the product was simply misplaced during storage, so the staff working on the morning shift assumed the product had not been prepared. The solution was to cross check 2-3 times, then place the product to be sent to its place and also take a photo of the product as proof.

2. Shortage Of Employees

When orders are high, sttaff work twice as hard as usual. Sometimes, one shift has to handle parts of orders that shouldn't be handled, and

many staff end up having to work overtime. The solution is to hire staff or daily worker.

3. Unspecified Break Time

Unpredictable break times decrease team productivity and make employees reluctant to take breaks due to inconsistent schedules and the need to rotate with other staff. The solution is to establish a clear and consistent break schedule.

4.3 Suggestion

4.3.1 For Student

- Have the awareness to ask more questions
- Awareness to existing situations and conditions
- Calm in facing difficult situations
- Courageous in expressing opinions

4.3.2 For Braud General Store

- Providing wider opportunities for trainee
- Give closer attention to working hours, particularly when it comes to breaks.

4.3.3 For Ottimmo International

- Having cooperating nicely with restaurant