

CHAPTER IV

CONCLUSION

4.1 Conclusion

Overall during The Author's Internship Period was awesome, fun, full of great experience and met any kind of unique and interesting behavior. The work pressure was insane especially during rush hour and we talk a lot during free time. The employees there treat others well and The Employees were so humble. Even the Leaders gave The Author chance to handle some of difficult jobs and having no doubt to share the secret recipe to the Trainees. Not only that, the Trainees also invited to gather at some project that make Everyone increasing our confidence.

4.2 Problem and Solution

- **Communication Gap**

Age different between Trainee and Employee might be a problem for our communication during work. Sometimes the staff confused a little bit because the generation was different so it means that the style of the communication no longer same. This problem might be solved if all of the crew are being honest to all the Trainees.

- **Lack Quantity of Employee**

Sometimes it feels like the service flow became slow happened because of the lack amount of the Employee so by that The Hotel required to increase the quantity of the Staff. More of that, this problem makes the working hours for Kitchen Crew are the most busy so by that the rest time not as much as another section.

- **Difference Working Standard**

The difference working standard for every employees could be confusing the trainees during work hour. Some Employee warn and told

to The Trainees to use the A-Technique to cut the lime leaf, but the other Employee said that the A-Technique were wrong. So, apparently it needed to discuss more about this to determine the correct and most effective way.

4.3 Suggestion

4.3.1 Suggestion for Student

1. Do not hesitate to ask before act
2. Be smart and Fast
3. Think before take action
4. Be Polite

4.3.2 Suggestion for Amanjiwo

1. Set a fixed standard
2. Research deeply for every problem before blaming someone
3. Gain more employee
4. Be honest to the Trainees

4.3.3 Suggestion for Ottimmo International

1. Listen to every Student's suggestion