

CHAPTER I

INTRODUCTION

1.1 Background of Study

Bali is one of the most well-known tourist destinations in Indonesia, attracting visitors from all over the world as well as from within the country. People come not only because it's easy to reach, but also because of its incredible natural beauty and rich culture. With more tourists visiting every year, the government has continued to upgrade facilities to make their stay more comfortable from improving healthcare services to modernizing airports and even building toll roads to help reduce traffic jams.

In 2022, Bali became the host of the G20 Summit, which was held at The Apurva Kempinski Bali in Nusa Dua. Hosting such a prestigious event showed the hotel's reputation for offering world-class service and maintaining the highest standards. That was one of the reasons I decided to choose The Apurva Kempinski as the place for my six-month internship. I also wanted to learn more about the culinary industry and improve my cooking skills while being part of a strong, professional team.

During this internship, I was fortunate to experience working in two different outlets. At the beginning, I was assigned to the Cliff Lounge as part of the breakfast team. Our role was to prepare and serve breakfast for guests staying in the deluxe rooms. I stayed with the breakfast team for about three months, from early January until the beginning of April, which gave me the chance to really understand the flow of breakfast service and what it takes to keep guests satisfied from the very start of their day.

In the second outlet, I was given the opportunity to join the Koral kitchen team, which had a wide scope of responsibilities. In the Koral kitchen, I was assigned to the In the canape section, in canape section the task is to make the canape ingredients and then prepare the canape when the order is place.

1.2 Industrial Training Objective

- Developing a sense of discipline and accountability.
- Gaining knowledge and practical skills in handling kitchen production equipment
- Establishing connections and fostering good relationships with chefs.
- Understanding and practicing proper food service based on the hotel's established standards.

1.3 The Benefit of Internship

1.3.1 For Students

- Expanding practical experience in the professional world, particularly in the culinary industry.
- Acquiring skills in preparing and presenting food in large quantities.
- Learning to collaborate within a team during activities.
- Building confidence in guest interactions while practicing appropriate manners and etiquette.
- Gaining knowledge of the procedures for ordering, receiving, storing, and labeling ingredients.

1.3.2 For Ottimmo International

- Fostering effective teamwork and professional collaboration.
- Enhancing the public recognition and reputation of Ottimmo International.
- Contributing to the knowledge of fellow students by sharing practical insights from senior students' professional experiences.

1.3.3 For Apurva Kempinski

- Recruiting potential employees to support hotel operations.
- Identifying and retaining qualified candidates for permanent positions through the internship program.
- Establishing new relations with schools so that there will be new

interns in the future.