

## **CHAPTER IV**

### **CONCLUSION**

#### **4.1 Conclusion**

During this internship opportunity, I have learned a multitude of things, ranging from cooking skills and the use of cooking utensils that can facilitate tasks, to how to collaborate with a team in a work setting such as during service time. Proper dress etiquette, personal hygiene, and protocols for speaking when answering phones or interacting with guests have all been aspects, we've been able to learn throughout this six-month internship. We have been entrusted with responsibilities to oversee all the dishes we serve to guests during our shifts.

Another valuable aspect of this internship has been learning how to store food items in chillers or freezers, understanding the duration of storage, and managing leftover food after events. Making orders according to guests' requests and attentively noting whether they have any food allergies, as it could pose a risk to their health, has also been emphasized.

During this six-month internship, the Cliff lounge and Koral restaurant teams have been incredibly supportive and willing to teach various skills. They have been friendly and attentive. I am grateful for the opportunity to join the Apurva Kempinski Bali and to be part of their kitchen team for the past six months.

#### **4.2 Problem and Solution**

##### **1. The food arrived less fresh for the guests.**

The prawns displayed at one of the hotel events were not as fresh as expected, despite being freshly ordered by the hotel's purchasing department. Eventually, the chef instructed to take out the prawn-containing dishes on the same day to prevent any potential complaints from guests.

## **2. Incident of food poisoning.**

During a set menu, dishes are prepared and made by Koral team before being transported to the guest. Then after guest done eating, they got food poisoning maybe because of the hygiene. As a solution, Koral team got more caution when during service time and prepared time with washing hand every 10 minutes and use hands glove for plating.

## **3. Food not meeting the guests' preferences.**

During a breakfast, the couple are Muslim and order a food from the menu. They order egg that conclude with pork but because of they are Muslim we change it using ham, But the cook forgot to recheck the order and cook it with bacon instead. The guest was furious because they eat the food does not exact as guest preferences. The solution offered was to replace it with some compliment and having a food checker before the food is going out to the guest.

## **4.3 Suggestion**

### **4.3.1 For Student**

- Learning to take responsibility and be disciplined.
- Learning to communicate more effectively.
- Increasing curiosity in learning how to create something.
- Being brave enough to say no if something is deemed incorrect.

### **4.3.2 For Apurva Kempinski**

- Paying more attention to the working hours of trainees, especially regarding break times.
- Providing trainees with a wider variety of tasks, allowing them to learn more.
- Giving more consideration to the cleanliness of the kitchen area.

#### **4.3.3 For Ottimmo International MasterGourmet Academy**

- Maintaining good cooperation with hotels and restaurants worldwide.