

CHAPTER I

INTRODUCTION

1.1 Background of Study

The hospitality industry is one of the key sectors supporting the growth of tourism and the national economy. In a metropolitan city like Jakarta, the demand for luxury accommodation continues to increase, in line with the expansion of business activities, government affairs, and the rising number of domestic and international tourists. This situation has driven the emergence of various five-star hotels offering services and facilities of international standards. A hotel does not only serve as a place to stay, but also offers various services such as food, beverages, and other professionally managed amenities. All guest needs related to food and beverage consumption whether they are staying at the hotel or not are generally managed by the Food and Beverage Department. Therefore, this department plays a crucial role in the hotel's operations and overall success. The quality of service provided by the Food and Beverage Service (FBS) significantly influences the hotel's image, performance, and popularity (Herlina & Muliani, 2020).

Vidyanata (2022) states that one form of differentiation strategy that can be implemented by companies in the hospitality industry is by offering a unique and distinctive quality of service compared to their competitors. Four Seasons Hotel Jakarta is a luxury hotel operating in the hospitality sector, located in the Gatot Subroto area of South Jakarta. The hotel has well-structured procedures related to hygiene, sanitation, hazard analysis, and critical control points (HACCP). Four Seasons Hotel Jakarta also enforces specific standards that must be followed by all employees in delivering services to guests, especially in terms of intangible aspects such as cleanliness and health, which are essential components of service quality, particularly in food handling and management (Demolingo & Afianti, 2022).

The author chose Four Seasons Hotel Jakarta as the internship place because it is one of the internationally renowned luxury hotel brands known

for its world-class service standards. Four Seasons offers an elegant, well-organized, and disciplined work environment, as well as a work culture that supports employee growth and development. The hotel not only assigns tasks to interns but also encourages the learning process through training, feedback, and regular evaluations. The internship program lasts for six months, starting from January 30th to July 31st 2025. During the internship, the author was assigned to Palm Court Restaurant, which consists of three sections: cold kitchen, western section, and Asian section. The author had the opportunity to work in the cold kitchen and western section, particularly during breakfast service. Additionally, the author also participated in several events organized by Four Seasons Hotel Jakarta, such as Coffee and Cars (an event for car owners), Iftar Buffet (a special event during Ramadan), and Sunday Brunch held at Alto Restaurant.

The author undertakes this internship program to develop culinary skills directly in a professional work environment, especially in a five-star hotel. During the study period, the author has learned basic cooking techniques, food processing, as well as hygiene and sanitation standards. However, to become a professional in the culinary field, practical experience is needed in managing large-scale kitchen operations, working under pressure, and understanding the high service standards applied in luxury hotels. By participating in this internship program, the author also aims to better prepare for entering the workforce and to expand professional networking opportunities after graduation.

1.2 Industrial Training Objective

1. To understand the organizational structure and workflow of the kitchen department.
2. To learn directly about the operational processes of a five-star hotel kitchen, from ingredient preparation to food presentation.
3. To improve practical cooking skills and broaden knowledge of modern and international culinary techniques.

4. To develop a professional work attitude, including discipline, cleanliness, attention to detail, and teamwork.
5. To serve as a platform for applying the knowledge acquired in college to the real working environment, while also gaining valuable experience to prepare for future careers and expanding networks within the hospitality industry.

1.3 The benefits of Internship

1.3.1 For students

1. Gaining hands-on experience in the professional world, particularly in the operations of a five-star hotel kitchen.
2. Expanding practical knowledge and skills in the culinary field through real-world practice.
3. Enhancing mental readiness and professional attitude to face the working world.
4. Improving speed in performing mise en place and developing a strong sense of responsibility toward assigned tasks.
5. Learning about various new ingredients, understanding their preparation processes, and mastering proper storage techniques.

1.3.2 For Ottimmo International

1. Building stronger partnerships with the hospitality industry.
2. Increasing visibility and promoting Ottimmo International to a wider audience.
3. Producing job-ready and high-quality graduates who are recognized by the industry, thereby enhancing the institution's reputation and appeal to prospective students.

1.3.3 For Four Seasons Hotel Jakarta

1. Gaining additional workforce to help improve operational efficiency.

2. Identifying potential new staff members if interns demonstrate good performance and high quality during the internship period.
3. Establishing good relationships with educational institutions, making it easier to recruit interns in the future.