

## **CHAPTER IV**

### **CONCLUSION**

#### **4.1 Conclusion**

During the six-month internship, the author gained a wealth of valuable experiences and lessons. These were not only related to cooking techniques, but also to communication skills with guests and staff, understanding of hygiene and sanitation, as well as lessons in discipline, responsibility, mutual respect among colleagues, and ways to handle and solve problems that may arise in the kitchen.

Throughout the internship, the author had the opportunity to be placed in several sections within one outlet. The author was assigned to the Asian Breakfast Section, where the author learned about the preparation and presentation of various Asian breakfast dishes, such as lontong sayur, chicken Porridge, Chinese congee, and other menus. This experience trained the author to work quickly and consistently, while ensuring that every dish met the five-star hotel quality standards.

In addition, the author also gained experience in the Cold Kitchen, which emphasized the importance of maintaining ingredient freshness, proper storage, and attention to detail in food presentation to ensure it remained attractive and in line with hotel standards. The author also had the opportunity to learn in the Western Section, where working at a faster pace was required while still maintaining the quality and safety of the dishes served. This experience further honed the author's ability to perform under pressure while remaining focused.

Through these various experiences, the author became more accustomed to maintaining a professional attitude, answering guest inquiries politely, and building strong teamwork in the kitchen. Overall, the author feels very grateful for the internship opportunity at Four Seasons Hotel Jakarta. All the chefs and staff warmly welcomed the trainees and were always willing to share their knowledge and expertise ranging from

cooking techniques and hotel kitchen operational standards to time and team management. With this valuable experience, the author hopes to continue developing skills, broadening knowledge, and using the internship at Four Seasons Hotel Jakarta as a strong foundation to build a successful career in the culinary field in the future.

#### **4.2 Problems and solution**

##### **1. Guest Complaints (Hair in the Food or Food Being Too Spicy)**

Sometimes guests raise complaints when they find foreign objects (such as hair) in their food, or when the food tastes too spicy and does not meet their preference. This situation can lower guest satisfaction and damage the hotel's reputation.

Solution:

- Maintain personal hygiene standards, such as wearing a hairnet, mask, and gloves while working.
- Conduct double checks before serving the food to the guest.
- If a guest complains, immediately replace the dish with a new one and offer a sincere apology.
- For dishes that may be too spicy, F&B staff should ask the guest's preference beforehand or provide options for different spice levels.

##### **2. Slipping in the Kitchen Area**

The kitchen area often becomes slippery due to spills of oil, water, or other food ingredients. The author once experienced an accident by slipping in the kitchen area because of water and oil on the floor, which caused bruising and swelling on the leg.

Solution:

- Maintain kitchen floor cleanliness by immediately cleaning up any spills.
- Place warning signs (wet floor sign) when the floor is wet.
- Use anti-slip footwear in accordance with kitchen safety standards.

### 3. Excessive Working Hours (Overtime)

At the beginning of the internship, the author often worked beyond normal working hours and had little to no time for rest. This happened because the author had not yet fully mastered the kitchen workflow and often waited for other colleagues. Such conditions can lead to fatigue, decreased productivity, and potential health issues.

Solutions:

- Getting accustomed to understanding and following the kitchen workflow more quickly through observation, asking questions, and continuous practice.
- Setting work priorities (task management) to make working hours more efficient.
- Maintaining good communication and teamwork with colleagues so that tasks can be completed on time.

## 4.3 Suggestion

### 4.3.1 For Student

1. Be more active in asking questions and taking initiative in each section to gain more experience.
2. Maintain a professional attitude, be punctual, and always pay attention to hygiene and sanitation.
3. Develop communication skills, both with guests and fellow staff, to build good relationships.
4. Make the internship an opportunity to learn time management and improve work speed.

### 4.3.2 For Ottimmo International Master Gourmet Academy

1. Establish broader collaborations with hotels to open internship opportunities in various fields.
2. Conduct regular evaluations of students during their internships to ensure the learning process runs effectively.

#### **4.3.3 For Four Seasons Hotel Jakarta**

1. Provide outlet rotations for trainees so they can gain broader experience in various areas.
2. Offer more structured initial orientation for trainees to help them adapt more quickly to the kitchen workflow.
3. Give regular feedback to trainees so they can identify their strengths and areas for improvement during the internship.