

CHAPTER I

INTRODUCTION

1.1 Background of Study

Jakarta is the capital city of Indonesia and one of the busiest metropolitan areas in Southeast Asia. As a center for business, tourism, and international events, the city continues to see rapid growth in its hospitality sector. This creates a high demand for professional culinary services that meet global standards.

The Westin Jakarta is a five-star hotel located in Gama Tower, the second tallest building in Indonesia, which makes it the highest hotel in the country. Known for its luxurious accommodations and exceptional service, The Westin Jakarta is one of the city's most prestigious hospitality destinations, catering to both local and international guests.

I chose The Westin Jakarta as the location for my 6-month internship to gain professional experience in a high-standard hotel environment and to further develop my skills in pastry and bakery production. Throughout the internship, I was assigned to work in three different sections. I started in the bakery breakfast section of the all-day dining restaurant, where I helped prepare bread and pastries for the morning buffet service. I then moved to Daily Treats, the hotel's cake and pastry shop, where I focused on decorating and preparing cakes for display and special orders. Lastly, I joined the bakery production team, where I assisted in producing a variety of bread and pastries to supply the entire hotel, including all restaurants and events.

This internship provided valuable hands-on experience and significantly improved my technical abilities, work discipline, and understanding of large-scale bakery operations.

1.2 Industrial Training Objective

1. Training self-discipline, responsibility, and time management.
2. Learning to operate bakery and pastry production equipment.
3. Building friendships and professional connections with chefs.
4. Understanding how to produce and present bakery and pastry items according to hotel standards.

1.3 The Benefits of Intership

1.3.1 For Students

1. Gain direct exposure to real-world pastry and bakery operations in a five-star hotel.
2. Learn to take responsibility for daily production tasks and cake decoration.
3. Improve professional behavior, discipline, and kitchen communication.
4. Develop adaptability in high-pressure environments and solve problems effectively.
5. Enhance skills in multitasking, cleanliness, and time efficiency.

1.3.2 For Ottimmo International

1. Strengthen Ottimmo's presence and reputation in the hotel industry.
2. Build partnerships with leading hospitality brands like The Westin Jakarta.
3. Validate and apply academic knowledge through hands-on student experience.

1.3.3 For The Westin Jakarta

1. Establish connections with culinary education institutions like Ottimmo.
2. Promote the hotel through students' future word-of-mouth and networks.

3. Discover potential future employees through direct student performance observation.