

CHAPTER IV

CONCLUSION

4.1 Conclusion

Completing my internship at The Westin Jakarta has been a formative and eye-opening journey, offering both practical experience and personal development in a high-standard hospitality environment. Being placed in various departments—from the breakfast bakery to the Daily Treats cake shop, and finally the bakery production allowed me to explore different aspects of hotel pastry operations in depth.

Working in a professional kitchen of a luxury hotel introduced me to the pace and discipline required to maintain consistent quality and efficiency. Each day involved coordination, time-sensitive tasks, and responding to the needs of different outlets, such as fulfilling daily buffet orders, handling afternoon tea preparations, and managing inter-departmental requests. These tasks strengthened not only my technical baking and preparation skills, but also my ability to stay organized, proactive, and solution-oriented under pressure.

Despite facing occasional difficulties and moments of uncertainty, these challenges turned into important learning opportunities. They pushed me to improve my communication, take initiative, and better manage unexpected situations in a real kitchen setting.

Beyond the skills gained, the internship fostered a deeper understanding of what it means to work professionally in the culinary world—especially in a multicultural, structured, and high-expectation environment like The Westin. It taught me the importance of adaptability, reliability, and being part of a team that works toward the same high standards every day.

This experience has greatly motivated me to continue developing my capabilities and has reaffirmed my interest in building a future within the culinary and hospitality industries. I leave this internship with stronger skills, better awareness, and a clearer sense of the career path I want to pursue.

4.2 Problem and Solution

During the internship at The Westin Jakarta's bakery production team, several challenges frequently arose in the daily workflow. These issues were not only demanding but also provided important opportunities to develop critical problem-solving skills, adaptability, and teamwork.

1. Time Constraints and Multitasking

Time constraints and multitasking were among the most demanding aspects of the daily routine. With limited staff in the bakery, multiple responsibilities were often assigned to a single person. Tasks such as preparing focaccia, handling daily treats, fulfilling breakfast backups, and setting up bread for various outlets had to be completed within tight timeframes often requiring overtime to meet all deadlines.

To manage this, planning and preparation became essential. The team developed a habit of preparing ingredients and semi-finished products the day before to lighten the workload. Stocks were always kept full and organized to avoid last-minute shortages. Accuracy was also emphasized to minimize mistakes that could cost valuable time to correct. These habits helped maintain efficiency, especially when working under pressure.

2. Unexpected Orders

Another recurring challenge was the arrival of sudden or last-minute orders from various kitchen sections, such as Western, Cold Cuts, or event teams. These requests, often urgent, disrupted the existing workflow and required immediate attention.

To handle this, flexibility and strong prioritization were key. The team learned to quickly assess the time available and adjust production accordingly. If time was limited, they would prepare simple items with short prep times. If there was more time and similar requests from other sections, the same items would be produced in bulk to save time and effort. This not only improved efficiency but also reduced stress during peak hours. Clear

communication with other sections also helped prevent misunderstandings and repeated instructions.

3. Handling Mistakes

Mistakes were another unavoidable part of daily operations, ranging from over-proofed dough and uneven shaping to miscommunication with other departments. Each error, while frustrating, became a valuable learning moment.

The most effective response was to stay calm, take accountability, and find quick but thoughtful solutions. Whether remaking a product or clarifying instructions, the focus was always on minimizing impact and preventing recurrence. Over time, this helped build stronger problem-solving skills and improved attention to detail under pressure.

4.3 Suggestion

4.3.1 For Ottimmo International MasterGourmet Academy

1. Introduce more practical workshops or simulation classes that reflect real hotel kitchen conditions, such as time-limited production tasks or multitasking under pressure.
2. Continue building and strengthening partnerships with high-standard hotel kitchens like The Westin, to ensure students are exposed to quality environments.
3. Provide more preparation on kitchen discipline, communication flow, and production scale expectations before internship placements.

4.3.2 For The Westin Jakarta

1. Consider assigning interns to a short orientation or rotation period at the beginning of the internship to help them understand the entire kitchen workflow and cross-department collaboration.

2. Provide clearer task breakdowns for new interns during their first weeks to help with adjustment and reduce confusion.
3. Encourage regular brief feedback sessions, even informal ones, to allow interns to ask questions and receive input on their performance.
4. Continue involving interns in real production, including setup for multiple outlets, as it offers valuable learning, but ensure tasks remain within capacity to avoid burnout.

4.3.3 For Future Students

1. Prepare mentally and physically long hours, fast-paced work, and multitasking are part of the reality in high-end hotel kitchens.
2. Be proactive and ready to learn even from repetitive tasks like scaling or shaping dough, as they are essential foundations in bakery production.
3. Don't hesitate to ask questions when confused, especially about priorities or new tasks. It shows responsibility, not weakness.
4. Be humble and respectful to every team member, from chefs to stewarding staff teamwork and communication are key to getting through each day smoothly.