

# **CHAPTER I**

## **INTRODUCTION**

### **1.1 Background of study**

An internship program is a chance for students to practice the teaching and learning process. Internships are useful not only for students but also for companies. Students can improve their skills and use what they have learned in real work situations. At the same time, companies can also benefit. One benefit is that internships can help improve the company's image. Internships give students real-world experience and help them build connections with the company and others in the industry. They also help students get ready for future jobs.

The writer got the chance to do an internship at Kanvaz Patisserie, one of the best patisserie shops in Bali. During the internship, we gained a lot of useful experience that will help us in the future. We learned how to work in a real kitchen, make different kinds of pastries, and work well with a team. We also improved our skills, managed time better, and understood more about how the food business works. We saw how the staff served customers and kept high standards. Overall, the internship gave us important knowledge and Experience for our future jobs.

In addition, we gained valuable insight into the day-to-day operations of a professional kitchen and learned how to handle real-world challenges, such as working efficiently under pressure, multitasking during busy hours, and maintaining consistency and quality in every product. We also developed better communication skills, learned how to follow standard operating procedures, and understood the importance of hygiene and food safety in the workplace.

This internship not only improved our technical abilities such as pastry making, plating, and time management but also helped shape our professional attitude, discipline, and sense of responsibility. By working closely with experienced chefs and other team members, we were able to observe best practices, receive constructive feedback, and continuously improve. Overall, this

experience has been incredibly rewarding and has made us feel more confident, motivated, and better prepared to enter the workforce and pursue successful careers in the culinary and hospitality industry.

## **1.2 Industrial training objective**

1. Gain understanding into the operations of the pastry kitchen industry.
2. Obtain expertise and proficiency in professional kitchen environment.
3. Develop skill in interpersonal communication and collaboration within a team.
4. Preparing students for future employment by improving their technical and interpersonal competencies.

## **1.3 Benefit of internship**

### **1.3.1 For students**

1. Obtain experienced in handling high-pressure situations while maintaining focus on details
2. Gain training to hone responsibility from supervisor that gave tasks
3. Student can use the knowledge they got and accumulated during their college education.
4. Have the opportunity to expand student's network within their profession, increasing the chance to find employment upon graduation.

### **1.3.2 For Ottimmo International**

1. Students can bring and introduce Ottimmo International to strong-brand hotels.
2. Expanding university network to high-end hotels and restaurants.

### **1.3.3 For Kanvaz patisserie**

1. Kanvaz hire workers to help staff at less expense.
2. Making an excellent reputation among students, being a great experience option for future students that is looking for opportunity.
3. Allows the recruitment of potential new employees as students have already work in the company's operations.