

INDUSTRIAL TRAINING REPORT
INTERNSHIP REPORT AT MANDARIN ORIENTAL JAKARTA



ARRANGED BY
AURELIA AUDREY RUSLI
2274130010061

CULINARY ARTS STUDY PROGRAM
OTTIMMO INTERNATIONAL
MASTERGOURMET ACADEMY
SURABAYA
2025

PLAGIARISM STATEMENT

I certify that this assignment/report is my own work, based on my personal study and/or research and that I have acknowledge all material and sources used in its preparation, whether they be books, articles, reports, lecture notes, and any other kind of document, electronic or personal communication. I also certify that this assignment/report has not previously been submitted for assessment in any other unit, expect where specific permission has been granted from all unit coordinators involved, or at any other time in this unit, and that I have not copied in part or whole or otherwise plagiarized the work of other students and/or persons.

On this statement, I am ready to bear the risky/any sanctions imposed to me in accordance with applicable regulations, if in the future there is a breach of scientific ethics, or you have a claim against the authenticity of my work.

Surabaya, 25th September 2025



Aurelia Audrey Rusli

APPROVAL 1

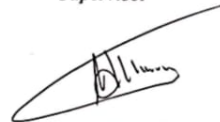
Title : Internship Report at Mandarin Oriental Jakarta
Company name : Mandarin Oriental Jakarta
Company address : Jl. M.H. Thamrin, Menteng, Kec. Menteng, Jakarta,
Daerah Khusus Ibukota Jakarta 10310
No. telp./fax. : 021 29938888
Which is carried out by Students of Culinary Arts OTTIMMO International
MasterGourmet Academy Surabaya
Name : Aurelia Audrey Rusli
Reg. no : 2274130010061
Has been tested and declared successful.

Approved by,

Jakarta, 10th 2025

Advisor

Supervisor



Filias Kusuma, S.E., M.M.

Mahardika Triyoga

NIP: 19871203 2403 023

Chef de Partie

Acknowledged by,
Director of OTTIMMO International
MasterGourmet Academy Surabaya



NIP. 197310251201001

APPROVAL 2

INDUSTRIAL TRAINING REPORT HOT KITCHEN AND COLD KITCHEN AT MANDARIN ORIENTAL JAKARTA

Arranged By:

Aurelia Audrey Rusli

2274130010061

Industrial Training conducted from January 6 until July 5 at Mandarin Oriental
Jakarta

Approved by:

Advisor



Filius Kusuma, S.E., M.M.

NIP 19871203 2403 023

Examiner I



Elma Sulistiya, S.TP., M.Sc.

NIP 19970916 2302 083

Examiner II



Michael Valent, A.Md.Par.

NIP 19950219 2001 074

Acknowledged by,

Director of OTTIMMO

International

Master Gourmet Academy,



Zaldi Iskandar, B.Sc.

NIP. 197310251201001

Head of Culinary Arts Program

Study Ottimmo International

Master Gourmet Academy,



Heni Adhianata, S.T.P., M.Sc

NIP. 19900613 1402 016

PREFACE

Praise to God, for giving me strength and guiding me through all the challenges that I was able to complete this Industrial Training and the preparation of this report. The training has provided me with invaluable experience and practical exposure to the real working environment, which has truly enriched my understanding beyond classroom learning.

I would also like to take this opportunity to express my sincere gratitude to:

1. Filias Kusuma, S.E., M.M. as advisor.
2. Zaldy Iskandar, B. Sc, as director of Ottimmo International Master Gourmet Academy
3. Mandarin Oriental Jakarta, as placement of internship for providing me the opportunity to gain real-world experience and enhance my skills in a professional environment.
4. My family, who have always supported me emotionally and mentally, giving me strength and encouragement throughout my studies and this raining period.
5. My friends, for their motivation, encouragement, and good vibes during both the internship and the writing of this report.

This report is a reflection of the valuable experience I have gained during the training and the many lessons I have learned. I hope it will be useful not only for academic purposes but also as a stepping stone for my future career. Thank you.

Surabaya, 25th September 2025



Aurelia Audrey Rusli

ABSTRACT

This report outlines a six months internship conducted from January 6th to July 5th, 2025, at Mandarin Oriental Jakarta, a five stars luxury hotel renowned for its high culinary standards and exceptional service. The internship program was designed to strengthen fundamental cooking techniques, provide hands on experience in professional kitchen operations, and develop essential soft skills such as adaptability, discipline, and teamwork crucial for building a successful career in the culinary and hospitality industry. During the internship, the intern was actively involved in daily kitchen operations across various sections, including the hot kitchen and cold kitchen. Key responsibilities included ingredient preparation, buffet arrangement, plating, and live cooking in front of guests an experience that required both technical precision and strong communication skills. Rotation through different kitchen stations offered a comprehensive understanding of workflow, hygiene standards, and the importance of coordination and timing during service. Challenges encountered included long working hours, especially during peak service periods, and the need to quickly adapt to the fast paced, high pressure kitchen environment. These challenges were managed through effective time and stress management, direct observation of senior chefs, and open communication with the kitchen team. Additionally, involvement in large scale events and hotel functions provided valuable insight into high volume food production and professional plating techniques. Overall, this internship not only enhanced technical culinary skills but also fostered a strong professional work ethic. It served as a crucial foundation for future career opportunities in the global hospitality industry by offering real-world experience, industry standards, and a deep understanding of the discipline required to succeed in a professional kitchen.

Keywords: *Internship, Mandarin Oriental Jakarta, Ottimmo International*

TABLE OF CONTENTS

Plagiarism Statement.....	ii
Approval 1.....	ii
Approval 2.....	iv
Preface.....	iv
Abstract.....	vi
Table of Contents.....	vii
List of Figures.....	ix
List of Tables	xi
Chapter I Introduction	1
1.1 Background of Study.....	1
1.2 Industrial Training Objective.....	2
1.3 The Benefits of Internship	3
1.3.1 For Students:	3
1.3.2 For Ottimmo International:	3
1.3.3 For Mandarin Oriental Jakarta:	3
Chapter II Establishment Background	4
2.1 History of Establishment	4
2.2 Vision and Mission	4
2.2.1 Vision.....	4
2.2.2 Mission.....	4
2.3 Organizational Structure and Main Task	5
2.4. Establishment Description.....	7
2.4.1 Hotel Description.....	7
2.4.2 Food and Beverage Outlets.....	7
2.4.3 Occupancy Rate	12
2.5 Hygiene and Sanitation	12
2.5.1 Personal Hygiene and Sanitation	12
2.5.2 Standards and Procedures for Personal Grooming Before,	13
2.5.3 Kitchen Station Hygiene and Sanitation	15

2.5.4 Receiving & Handling Ingredients	15
2.5.5 Food Waste.....	18
Chapter III Internship Activities	20
3.1 Job Description.....	20
3.1.1 Banquet Kitchen (Morning Shift)	20
3.1.2 In Room Dining (Morning Shift).....	22
3.1.3 In Room Dining (Middle shift).....	23
3.1.4 In Room Dining (Night Shift).....	24
3.2 Product.....	26
3.2.1 Banquet Kitchen Product	26
3.2.2 In Room Dining Product.....	30
3.3 Picture of Places during Internship.....	36
3.4 Event.....	41
Chapter IV Conclusion	43
4.1 Conclusion.....	43
4.2 Problem and Solution	44
4.3 Suggestion	45
4.3.1 For Ottimmo International Master Gourmet Academy.....	45
4.3.2 For Mandarin Oriental Jakarta	45
4.3.3 For Student.....	45
Bibliography	46
Appendix	47

LIST OF FIGURES

Figure 2. 1 Kitchen Brigade	5
Figure 2.2 Cinnamon.....	7
Figure 2.3 Lyon	8
Figure 2.4 Li Feng	9
Figure 2.5 MO Bar	9
Figure 2.6 Azure.....	10
Figure 2.7 The Mandarin Cake Shop	11
Figure 2.8 Executive Club Lounge/In Room Dining	11
Figure 3. 1 Roasted Beef Tenderloin	26
Figure 3. 2 Mushroom Soup.....	27
Figure 3. 3 Chicken Ballontine	28
Figure 3. 4 Individual Coffee Break.....	29
Figure 3. 5 Fish Wrap.....	29
Figure 3. 6 Coffee Break	30
Figure 3. 7 Fruit Birthday Cake	30
Figure 3. 8 Seasonal Fruit Platter	31
Figure 3. 9 Slice Fruit.....	32
Figure 3. 10 Caesar Salad.....	32
Figure 3. 11 Sandwich.....	33
Figure 3. 12 Dressing	33
Figure 3. 13 Salad Bar.....	34
Figure 3. 14 Beef Tartare.....	34
Figure 3. 15 Brown Sugar Cookies	35
Figure 3. 16 Banquet Buffet Area	36
Figure 3. 17 Banquet Salad Station.....	36
Figure 3. 18 Cheese and Coldcut Station	36
Figure 3. 19 Banquet Kitchen	37
Figure 3. 20 Walk in Chiller Banquet.....	37
Figure 3. 21 Walk in Freezer Banquet.....	38

Figure 3. 22 Dry Storage Banquet.....	38
Figure 3. 23 Buffet Area Club Lounge.....	39
Figure 3. 24 Salad and Coldcut Area.....	39
Figure 3. 25 Cheese Area	39
Figure 3. 26 Fruit and Yogurt Station.....	40
Figure 3. 27 Walk in Chiller In Room Dining.....	40
Figure 3. 28 Kitchen In Room Dining.....	40
Figure 3. 29 Kitchen In Room Dining.....	41
Figure 3. 30 Ramadhan Special.....	41
Figure 3. 31 Wedding Event.....	42

LIST OF TABLES

Table 3. 1	Banquet Kitchen (Morning Shift).....	20
Table 3. 2	In Room Dining (Morning Shift).....	22
Table 3. 3	In Room Dining (Middle Shift)	23
Table 3. 4	In Room Dining (Night Shift).....	24