

CHAPTER IV

CONCLUSION

4.1 Conclusion

The internship at Mandarin Oriental Jakarta offered a highly valuable and enriching experience, both in developing culinary expertise and fostering professional growth. Exposure to the dynamic environment of a five star hotel kitchen required precision, speed, and strong teamwork. Direct interaction with guests through live cooking stations preparing dishes right in front of them proved to be a key moment in building confidence, sharpening communication skills, and enhancing the ability to stay composed under pressure. Daily collaboration with an experienced culinary team provided a deeper understanding of the high standards required in food quality, hygiene, and service. Throughout the internship, various challenges arose, including technical errors, time constraints, and the need to adapt to a structured and disciplined work environment. These obstacles became valuable learning opportunities that emphasized the importance of responsibility, resilience, and continuous self improvement. Technical skills such as food preparation, plating, and kitchen operations were significantly strengthened, along with the development of a positive, adaptable work ethic. In addition to hands on kitchen experience, the internship also provided insights into five star hotel operations, including hygiene and sanitation standards, kitchen inventory management, and effective interdepartmental coordination. Overall, this experience served as a strong foundation for a future in the culinary and hospitality industry, fostering a drive for continuous growth and professional excellence.

4.2 Problem and Solution

1. Working Hours

During the internship at Mandarin Oriental Jakarta, one of the biggest challenges faced was working hours that often exceeded the normal schedule or involved overtime, especially during busy periods such as major events and weekends. This situation caused significant physical fatigue and reduced rest time, which could potentially lower focus and productivity at work. To address this issue, time and energy management were practiced more disciplinedly, such as prioritizing the most important and urgent tasks first, and making use of every available break for short rest periods to maintain stamina. In addition, open communication with supervisors or mentors was crucial to report physical conditions and request additional rest when necessary, helping to maintain a balance between work demands and health. Nevertheless, this experience with overtime was also seen as a valuable opportunity to build mental and physical resilience, understand the realities of the hospitality industry which demands high flexibility, and develop a professional attitude that is adaptive and strong in facing real work pressures. With this approach, work motivation remained high and the quality of results was not compromised throughout the internship.

2. Shortage of cooking ingredients

In one of the hotel's kitchen outlets, there are occasional shortages of cooking ingredients such as vegetables or spices, caused by various factors including miscalculations in daily planning, delays from suppliers, or sudden increases in guest demand. This situation can disrupt kitchen operations and potentially affect the quality of service provided to guests. To address this issue quickly and efficiently, the implemented solution is to borrow ingredients from other kitchen outlets within the hotel that have surplus stock. This process is carried out through direct coordination between the chefs of each outlet.

4.3 Suggestion

4.3.1 For Ottimmo International Master Gourmet Academy

- Provide more practical pre-internship training, such as simulated work environments or case studies based on real industry experiences.
- Continue to enhance and expand partnerships with global hospitality industry partners to offer students a wider range of high quality internship opportunities.

4.3.2 For Mandarin Oriental Jakarta

- Create a more structured workflow for interns, including daily or weekly briefings to help them understand and follow their responsibilities more easily.
- Offer consistent feedback through regular mentoring or informal reviews to support interns' growth throughout the internship period, not just at the end.
- Allow interns to participate in special hotel events or projects under proper supervision, giving them valuable hands on experience without overwhelming them.

4.3.3 For Student

- Appreciate every stage of the learning process, including performing basic tasks, as professional skills are built from the ground up.
- Maintain good ethics and a professional attitude in the kitchen by showing respect to every team member, regardless of their position.
- Prepare both mentally and physically before starting the internship, as working in a fast-paced kitchen environment requires stamina and the ability to handle pressure.