

CHAPTER I

INTRODUCTION

1.1 Background of Study

Food and beverage in hotel refers to all activities related to the provision of food and beverages within a hotel. This includes all services related to restaurants, bars, cafes, room service, catering, and other dining facilities provided by the hotel for guests. F&B hotel plays an important role in providing a complete guest experience, because in addition to comfortable beds and rooms, guests also expect good quality food and beverages during their stay.

One of the 5-star hotels with superior facilities and excellent service is the Vasa Hotel Surabaya. Established in 2016 under the auspices of Tanly Hospital, one of eight Tancorp subholdings owned by Hermanto Tanako, it is one of Tancorp's core businesses. Tanako then developed another hospitality company, the Vasa Hotel Surabaya (Ningsih et al., 2022).

By participating in an internship at a hotel, participants not only learn about the technical aspects of the job, but also understand work ethics, time management, communication with guests, and how to work in a team. This experience is expected to be a valuable provision in forming a professional work character and being ready to compete in the world of work.

The reputation of Xiang Fu Hai Vasa Hotel Surabaya is very good so that it provides the best choice for the author. Reasons for choosing Vasa Hotel Surabaya as a place to seek work experience. At Vasa Hotel, internship have the flexibility to choose the departement they want, and reason for chose the Chinese Cuisine Department at XFH for my work experience. This internship is an opportunity for me to improve their skills and knowledge while applying the concepts learned at Ottimmo. In addition, it teaches me to maintain creativity, take on various responsibilities at work, acquire new techniques, and learn new recipes in the kitchen.

1.2 Industrial Training Objectives

1. Applying Knowledge and Skills in the Real World of Work.
2. Forming Work Ethics and Professional Attitudes.
3. Adjusting to F&B Operational Standards.
4. Understanding Organizational Structure and Workflow.

1.3 The Benefits of Internship

1.3.1 For Students

1. Adding Real Job Training.
2. Applying the Knowledge Learned.
3. Improving Work Skills (Hard & Soft Skills).
4. Forming a Professional Attitude.
5. Increasing Insight into the Hospitality World.

1.3.2 For Ottimmo International

1. Improving Campus Image and Reputation.
2. Providing Feedback from Industry.
3. Get a relation with 5-star hotel.

1.3.3 For Vasa Hotel Surabaya

1. Broaden your knowledge about the culinary arts.
2. Recruiting entry level workers with low wages.
3. Using the relations of the interns so that they can be promoted at Vasa Hotel Surabaya easily.
4. Hr can select workers who have above average potential.