

CHAPTER I

INTRODUCTION

1.1 BACKGROUND OF THE STUDY

The internship is one of the compulsory programs needed to complete the diploma program. The internship program gives culinary experiments, especially in the kitchen. The experiment given during the internship program can be useful for the culinary business in the future or for culinary work. The internship program runs for 6 months. The author chooses four point Hotel Surabaya because it is one of the four-star hotels in Surabaya. The four point Hotel has worldwide culinary innovation and creativity, it could increase the authors' skills in the culinary industry. Four point Hotel gives the trainee chance to learn culinary in every world. The westin and Four point Hotel gives the author chance to make the culinary product worldwide. Four point Hotel was divided into 3 kitchens or departments, the first one is the hot kitchen, the second one is the cold kitchen and the third one is the pastry and bakery kitchen. Department choice was given at the trainee's request. The authors choose hot kitchen to complete the industrial training program. The authors choose hot kitchen because he was interested in culinary techniques. Hot kitchen was the one department that give more chances to trainee to learn how to play with fire. In the first months of the training program, the author's job is to make the omelette for the breakfast buffet from 05.00 am to 10.30 am and check the preparation product was prepared completely. In the second month of the training program, the author's job description is the same as in the first months of a training program. In the third month of the training program, the author's job is to prepare for brunch or dinner and make the product for the next day and set up for dinner. In the fourth month of an internship program, the author's job is try to engage with customer, how to counter customers complain. In the fifth month of the training program, the author's job is accept orders a la carte. In the sixth month of the training program, the author's job description is the same as in the fifth month

of the training program. The internship program gives the author knowledge to work efficiently, from the cooking technique to how to store the product.

Communication skills are also needed during the process. Teamwork must be increased during the prepared food. Time management is the important thing that the author learned during the internship program.

1.2 INDUSTRIAL TRAINING OBJECTIVES

1. To increase skill of culinary product.
2. To create great communication with the teammate.
3. Take responsibility during the work.
4. To increase the time management of work.
5. Be able to solve the problem during the work industry.

1.3 THE BENEFITS OF INDUSTRIAL TRAINING

1.3.1 Benefits For Trainee

1. Increase skills and connection.
2. Increase knowledge.
3. Expand carrier industry in hospitality.
4. Knowing work in real life.
5. Build connection and relation with the staff and teammate.

1.3.2 Benefits For Hotel

1. Getting information for trainee arrangement.
2. Adding more human resources.
3. Expand the work environment.

1.3.3 Benefits For OTTIMMO

1. Introduce the student of OTTIMMO in work industry.
2. Take the cooperation with the hotel