

## CHAPTER IV

### CONCLUSION AND SUGGESTION

#### 4.1 Problems and Solution

1. Miss Communication

Miss communication mostly happens during teamwork. One of the miss communications that happen to the author, was when service told the author to make ommellet, sunny side up and kinds of eggs for guest, but because queque , the author forget to make the orders For the solution, first of all, the author apologize to the guest and waiter, we have to quickly make orders so we don't forget.

2. Team Work

After breakfast time every trainee has the same job to prepare breakfast and make the product for the next day. Sometimes the teamwork does not work efficiently, every trainee work separately and it takes more time to complete the preparation. For the solution, job descriptions are divided in the beginning and focus on one restaurant first. If the job description is divided, every trainee can be focused on the job and it will be more efficient.

#### 4.2 Conclusion

This internship program helped the student to get a lot of experience and knowledge in real hospitality kitchen life. It helps us to learn more about how to manage time efficiently, pressing food costs, reduce food waste, how work in a team, and how work under pressure. Also, the author can learn how handle the baking kitchen for some events like Ramadhan, christmas New Year , and other events. In baking kitchen is very crowded with customer, especially domestic customers. Djaman doeloe resto kitchen team was professional at handling us, as their trainee. The Internship program also gives a chance for the author to learn a lot new recipe, new techniques, and standard in the real hot kitchen. It also helps the author to learn about leadership and take responsibility inworking place. This internship program was very useful and memorable.

The author wants to say thank you to all the hot kitchen staff for their knowledge and experience over the last 6 months.

#### 4.2.1 Benefit of Internship

- Learn how to do the teamwork more efficiently.
- Learn more about the time management.
- Create good communication between team.
- Learn how to make the product and how to keep the product in store.
- Learn more about hygiene and sanitation.

#### 4.2.2 Suggestion for ottimmo

- Simulation of Internship is needed before the student does their Internship.
- For Students need to increase their time management before doing the Internship.
- For Students need to do the team work more efficiently.

#### 4.2.3 General point of view about the establishment as an internship

- Good work environment is work that full of support from each team. Work that prioritizes teamwork. Support from each member to solve the problem. The Westin is one of the good work environments. . Every team supports each other and help each other to solve the problem

#### 4.2.4 Memorable moments during internship

- Memorable moments for the author happened when the hotel hit the full occupancy for breakfast. Breakfast is divided into two teams and every team consists of two people. When it happens, every team must support each other. Two members must support each other and be responsible to keep the station full and not be empty.