

CHAPTER IV

CONCLUSION

4.1 Conclusion

The industrial training program at **Novotel Samator Surabaya Timur** has provided valuable insights and experiences that cannot be acquired solely through classroom learning. By participating directly in the daily operations of the Hot Kitchen, the trainee was able to observe and practice professional culinary standards in a real hospitality setting. This internship allowed the application of knowledge from OTTIMMO International into practice, ranging from food preparation, mise en place, and cooking methods, to plating and presentation.

The Hot Kitchen environment also required adaptability, speed, and teamwork. Trainees had the opportunity to experience the dynamic nature of hotel food service, covering buffet preparations, à la carte service, and banquet events. Beyond technical cooking skills, the program helped develop soft skills such as communication, discipline, and time management, which are essential for success in the culinary industry. Overall, the internship played a critical role in shaping the trainee's professional mindset and preparing for future employment opportunities.

4.2 Problem and Solution

4.2.1 Time Management

- a) *Problem:* The fast-paced demands of the Hot Kitchen initially made it difficult to balance preparation and service.
- b) *Solution:* Improved by organizing mise en place earlier, prioritizing urgent tasks, and observing how senior chefs structured their workflow.

4.2.2 Technical Knowledge and Skills

- a) *Problem:* Some cooking techniques and recipes were unfamiliar to the trainee.
- b) *Solution:* The trainee overcame this by asking questions, practicing under supervision, and carefully following standard operating procedures.

4.2.3 Communication and Teamwork

- a) *Problem:* Misunderstandings sometimes occurred due to differences in instructions and fast communication styles in the kitchen.
- b) *Solution:* Improved through active listening, clarifying instructions, and building trust with colleagues and supervisors.

4.2.4 Workload Pressure

- a) *Problem:* Handling multiple tasks during peak hours created pressure and stress.
- b) *Solution:* Managed by remaining calm, breaking tasks into smaller steps, and supporting team members to share the workload..

4.3 Suggestion

4.3.1 For Student

1. Maintain discipline in both time management and work performance.
2. Take responsibility for every assigned task, completing it with effort and without complaints.
3. Show respect toward all staff members, supervisors, and fellow trainees.
4. Do not hesitate to ask questions when unclear, as learning requires openness.

5. Consistently seek to improve culinary skills, knowledge, and professionalism.
6. Prepare both mentally and physically before starting the internship program to adapt better to the kitchen's fast-paced environment.

4.3.2 For Ottimmo International Master Gourmet Academy

1. Continue building and strengthening partnerships with leading hospitality establishments such as Novotel Samator Surabaya Timur.
2. Maintain regular communication with students throughout the internship to monitor their progress and provide support.
3. Enforce clear and consistent regulations for students and partner hotels to ensure professionalism during the internship program.

4.3.3 For Novotel Samator Surabaya Timur (Hot Kitchen Department)

1. Continuously improve work quality and maintain international standards in culinary operations.
2. Reinforce discipline and punctuality among staff and trainees to support efficient workflow.
3. Strengthen communication and collaboration between staff members and trainees to create a more supportive learning environment.
4. Ensure adequate staffing in the kitchen, especially during peak events or banquets, so that operations run smoothly without placing excessive pressure on existing staff and interns.