

CHAPTER 1

INTRODUCTION

1.1 Background of study

An internship (or intern) is a period of work experience offered by an organization or company for a specific period of time. It provides an opportunity for students to apply their educational knowledge to a professional work situation (Geordi Ignacio,2022).

Surabaya is the second largest city in Indonesia after Jakarta which is also known as a metropolitan city. The city of Heroes is the nickname for the city of Surabaya. Not only known as the city of heroes or the center of modernization, Surabaya is also known for its delicious and distinctive cuisine. Not only food, bread and cakes are now very popular among Surabaya residents. Cakes and breads that are viral abroad are widely recreated in Indonesia so that many people want to try them too.

Surabaya now has one culinary destination for bread, namely Drool Bakery. This new bakery cafe carries a Korean feel with a Hanok design, a charming traditional Korean house. The interior design inspired by the Hanok style gives an authentic and calming impression. The indoor area is decorated with wooden elements and minimalist decorations, creating a calm atmosphere. Outside, there is a large courtyard that offers a cozy place to relax, ideal for spending time with friends or family. Not only as a place to eat, Drool Bakery also offers Instagrammable photo spots which are its own attraction. Drool Bakery offers a wide selection of bread and pastries at affordable prices. The mainstay menu served at drool includes danish, salt bread, donuts, sando, and slice cake.

Drool Bakery is one of the most suitable places for interns because it offers a professional yet warm and supportive work environment. As a culinary business that continues to grow, Drool Bakery provides opportunities for interns to learn directly from field practices, from the production process to management. During the internship, interns are not only involved in daily

activities, but are also given space to be creative and contribute to the team. The team at Drool Bakery is also open to input and very supportive of individual growth, making the internship experience here a valuable provision for the real world of work.

The author underwent an internship program at Drool Bakery for six months, starting from January 6, 2025 to July 6, 2025. In the first month, namely January, the author underwent an introduction to the work environment. During this period, the author was introduced to the operational flow in the kitchen, cleanliness standards, introduction to tools and materials, and observation of the daily production process.

Entering the second to sixth months, the author began to be actively involved in production activities and was divided into two main parts, namely pastry and bakery.

1.2 Industrial Training Objective

1. To train self-discipline and responsibility.
2. Get to know and learn to use the production tools in the kitchen.
3. Learn how to serve food according to the standards set by Drool Bakery.
4. Build solid cooperation with the team.

1.3 The Benefits of Internship

1.3.1 For Students

1. Can increase knowledge and can know more deeply about the reality in the industrial world so that later it is hoped that they will be able to apply the knowledge they have gained in the industrial field.
2. Train teamwork skills.
3. Understanding the process of ordering, receiving, storing, and labeling food items.
4. Learn how to serve food in large quantities.

1.3.2 For Ottimmo International

1. Expected to be able to establish good cooperation with companies involved in the field work practices of Ottimmo International students

1.3.3 For Drool Bakery

1. Can get permanent employees.
2. Establish good relations with other schools and get lots of interns.