

CHAPTER IV

CONCLUSION

4.1 Conclusion

The internship program at Dusit Thani Dubai provided an invaluable opportunity to bridge theoretical knowledge with practical application in the global culinary industry. By working in two distinct outlets Jones the Grocer, which emphasizes gourmet café and deli-style cuisine, and Makira, a modern Japanese dining concept the trainee was able to acquire a wide spectrum of technical and professional experiences. The tasks ranged from handling mise en place, portioning proteins, preparing sauces, and cooking rice for sushi, to more complex responsibilities such as ramen broth preparation, tempura frying, and sushi rolling. These daily activities not only enhanced technical skills but also deepened the trainee's understanding of international kitchen operations.

Beyond technical development, the internship played a critical role in shaping essential soft skills. The trainee learned how to function effectively under pressure in a fast-paced five-star hotel environment, improved communication skills in a multicultural workplace, and practiced discipline, hygiene, and teamwork as integral components of professional kitchen culture. Exposure to the high standards of international hospitality also instilled adaptability, problem-solving abilities, and the confidence needed to perform consistently in demanding situations. Overall, this internship experience has proven to be more than just an academic requirement. It has contributed significantly to professional growth, broadened cultural perspectives, and opened doors to global networking opportunities. The time spent at Dusit Thani Dubai not only enhanced culinary skills but also cultivated the mindset and resilience necessary to thrive in the international hospitality industry.

4.2 Problem and Solution

1. Adapting to International Standard

One of the first and most significant challenges encountered during the internship was adjusting to the international standards of a five-star hotel kitchen. Unlike classroom training or smaller-scale practical sessions, the environment at Dusit Thani Dubai required not only precise execution but also strict consistency in every detail, from knife cuts and plating techniques to timing and portion control. The emphasis on quality assurance, hygiene, and presentation was much higher than what the trainee had previously experienced. This initial gap between academic preparation and real-world industry expectations demanded a period of adaptation, during which the trainee had to quickly learn to follow standard operating procedures while maintaining efficiency.

2. Time Management and Workload Pressure

Working in a high volume kitchen meant facing constant pressure, especially during peak dining hours. The trainee was often tasked with managing multiple preparations simultaneously, such as portioning proteins, preparing sauces, reheating ramen broth, and assisting in service. Juggling these responsibilities within tight time-frames was particularly challenging. Delays in completing one task could easily disrupt the overall workflow of the kitchen, highlighting the importance of speed, focus, and prioritization. Learning how to manage time effectively under such intense conditions was a steep learning curve, and the stress of maintaining pace while ensuring quality was a recurring challenge throughout the internship.

3. Language And Communication Barriers

The multicultural nature of Dubai's hospitality industry brought with it a rich diversity of colleagues and supervisors. However, this also meant navigating different languages, accents, and communication

styles. Miscommunication sometimes occurred when instructions were unclear or when the trainee struggled to fully understand the expectations of senior chefs. In a fast-paced kitchen where clarity and accuracy are essential, even small misunderstandings could cause mistakes in food preparation or service. Over time, the trainee learned to actively listen, confirm instructions, and improve communication through both verbal and non-verbal cues, but the process of overcoming these barriers was initially difficult.

4. Physical Demands of The Job

The physical nature of culinary work posed another major challenge. Shifts were often long, lasting up to eight to ten hours, with much of the time spent standing, moving quickly, and performing repetitive tasks. The heat of the kitchen, combined with the demands of lifting heavy items, chopping large quantities of ingredients, and working at a relentless pace, created physical fatigue. For a trainee still adjusting to the professional environment, maintaining energy and focus throughout the day required resilience. The experience highlighted the need for physical endurance, proper posture, and stamina as essential qualities for success in the culinary field.

5. Limited Initial Experience in Specialized Skills

While academic training had provided a solid foundation, certain specialized skills required in the kitchen at Dusit Thani Dubai were unfamiliar to the trainee. Preparing authentic ramen broth, executing delicate sushi rolls, and mastering the art of precise sashimi cutting demanded both practice and mentorship. The expectation to perform these tasks at a professional standard added to the initial pressure. Mistakes in portioning or presentation were inevitable at first, which sometimes slowed down workflow or required correction by senior chefs. However, these challenges ultimately became valuable learning

opportunities, allowing the trainee to gradually build competence through practice, observation, and guidance.

4.3 Suggestion

1. For Students or Trainees
 - a. Strengthen basic culinary skills knife work, sauce preparation, and hygiene practices before starting the internship to ensure readiness for professional standards.
 - b. Improve English communication skills to ease collaboration in multicultural environments.
 - c. Develop stamina and time management through practice in simulated high-pressure kitchen environments at school.
2. For Ottimmo International
 - a. Provide more simulated “rush-hour” kitchen training to prepare students for the intensity of real hotel operations.
 - b. Offer workshops on cross-cultural communication and workplace adaptation in international contexts.
 - c. Expand partnerships with global hotels and restaurants to diversify students’ internship opportunities.
3. For Duist Thani Dubai
 - a. Conduct a more structured orientation program at the beginning of the internship to help trainees adapt quickly to SOPs and workflow.
 - b. Implement a mentorship system where senior chefs guide trainees step by step in mastering new skills.
 - c. Provide periodic feedback sessions to evaluate trainee performance and encourage continuous improvement.