

CHAPTER I

INTRODUCTION

1.1 Background of Study

The rapid development of the hospitality and culinary industry demands a workforce that not only has theoretical knowledge, but also relevant work experience and good practical skills. In the five-star hotel industry, especially in the kitchen, food quality standards, consistency of taste, cleanliness, and work speed are the main factors in keeping guest satisfaction. Therefore, the internship program is an important means to directly understand how the standard is applied in a professional work environment. The author carried out an internship program at the Four Seasons Hotel in New Orleans, Louisiana, United States, an international hotel known for its commitment to world-class quality and service. My placement as a cook at the Chemin à la Mer steak house restaurant provides an opportunity to learn in a kitchen that is oriented towards the quality of raw materials, the accuracy of cooking techniques, and details in the presentation of dishes. This restaurant has a fast and structured work character, so it requires every member of the kitchen team to work in a disciplined, efficient, and responsible manner.

During the internship, cooks are directly involved in the daily kitchen workflow, from preparing ingredients to processing according to recipe standards and serving dishes to guests. Intern learned to understand the roles of each position in the kitchen and the importance of coordination between departments to ensure the operation runs smoothly. In addition, the implementation of food safety and hygiene is an integral part of work activities, such as maintaining the cleanliness of the work area, the use of personal protective equipment, and compliance with food safety procedures that have been set by the hotel. The work environment at Chemin à la Mer also taught me to be able to work in a dynamic team and face high work pressure, especially during busy operational hours. In that condition, it is required to stay focused, maintain the quality of work, and communicate effectively with

colleagues and superiors. This experience helped me build a professional attitude, improve time management, and practice the ability to take responsibility in a real work environment.

Through this internship program, intern can relate the knowledge and skills gained during their education to direct practice in the international hospitality industry. The experience of working in a high-standard steakhouse restaurant provides a deeper understanding of the demands of the working world, both in terms of technology and work attitude. Thus, this internship activity is a valuable provision for me in preparing myself to enter the world of work as a competent, professional cook, and ready to face competition in the global culinary industry.

1.2 Industrial Training Objective

1. Gain practical experience as a line cook in a five-star hotel steakhouse environment.
2. Develop technical cooking skills, including food preparation, grilling, and plating according to restaurant standards.
3. Apply proper food safety, sanitation, and hygiene practices in daily kitchen operations.
4. Improve time management and work efficiency during busy service periods.
5. Understand and follow standard operating procedures (SOPs) in a professional kitchen.
6. Enhance teamwork and communication skills within a dynamic kitchen team.
7. Build professionalism and readiness for a career in the hospitality and culinary industry.

1.3 The Benefit of Internship

1.3.1 For Student

1. Provides hands-on experience working as a line cook in a professional kitchen environment.

2. Enhance technical cooking skills, including food preparation, cooking techniques, and plating.
3. Improves work discipline, time management, and the ability to perform under pressure.
4. Develops teamwork and communication skills in a fast-paced kitchen setting.
5. Increases understanding of food safety, hygiene, and professional kitchen standards.
6. Prepares students to enter the hospitality and culinary industry with greater confidence and competence.

1.3.2 For Ottimmo International School

1. Strengthens cooperation between educational institutions and the hospitality industry.
2. Ensures that the curriculum remains relevant to current industry standards and practices.
3. Provides feedback from the industry to improve teaching and training methods.
4. Enhances the school's reputation by producing graduates with international work experience.
5. Creates opportunities for future internship placements and industry partnerships.

1.3.3 For Four Seasons New Orleans

1. Helps kitchen operations through additional support from motivated interns.
2. Helps identify potential future employees who are already familiar with the hotel's standards and work culture.
3. Encourages knowledge sharing between experienced chefs and interns.

4. Supports the development of a positive training environment within the kitchen team.
5. Contributes to maintaining service quality during busy operational periods.