

## **CHAPTER IV**

### **CONCLUSION**

#### **4.1 Conclusion**

In conclusion, this internship at Chemin à la Mer, Four Seasons Hotel New Orleans, as a cook, was a highly valuable experience that contributed significantly to my academic, professional, and personal development. This internship allowed intern to directly apply the culinary theories and knowledge. Through daily kitchen operations, interns developed technical skills in food preparation, cooking methods, plating presentation, and strict adherence to food safety and sanitation standards. Working in a professional kitchen also improved my discipline, time management, teamwork, and communication skills, all of which are essential in maintaining efficiency and quality in a high-end hospitality setting.

Furthermore, studying and interning abroad had a meaningful impact on my daily life and personal growth. Living independently in a foreign country requires me to adapt to new environments, work cultures, and social norms. This experience enhanced adaptability, self-confidence, and problem-solving abilities, as intern learned how to manage responsibilities both inside and outside the workplace. Daily interaction with chefs and colleagues from diverse cultural backgrounds strengthened my cross-cultural communication skills and broadened my perspective on professionalism, teamwork, and respect in an international work environment.

Additionally, the professional values and work ethics I learned during my internship, such as punctuality, responsibility, attention to detail, and commitment to excellence, gradually became part of my daily habits. These values influenced how I organized time, handled challenges, and approached tasks in both my professional training and personal life. Overall, my internship at Chemin à la Mer, Four Seasons Hotel New Orleans, was a transformative learning experience that not only enhanced my culinary skills but also prepared

me mentally and professionally for future challenges in the global culinary and hospitality industry.

#### **4.2 Problem and Solution**

The following are the problems and solutions encountered during the internship period.

##### **1. Dishes Serve Cold**

There is a complaint from the guest that the dishes served were not hot enough. The way the chefs handle it is by reheating the dish or recooking it as soon as possible. We also put the plate in the salamander longer than usual to prevent complaints from the guests. After the dish is ready, the restaurant manager will directly serve it to the guest.

##### **2. Wrong Steak Temperature**

The wrong steak temperature is common in the steakhouse. The issue is not only the chef's fault but also the guest's lack of understanding. For example, the guest asks for medium rare, but what they actually mean is medium. If there's a problem like this, the chef will ask the grill cook to make a new steak immediately. As we know, steak needs time to cook, so the restaurant manager will explain this to the guest.

##### **3. Serves Late**

On a busy day, we sometimes mess up ticketing. Either we were left behind because of too many tickets, or the service forgot to send a fire ticket. If there's a problem like this, the chef will usually mark the ticket as a priority, and the restaurant manager will give a complimentary.

#### **4.3 Suggestion For Student, For Four Seasons Hotel New Orleans, and For Ottimmo**

##### **1. For Student**

- Student must prepare thoroughly, both mentally and physically.
- Make sure students understand and are willing to know about internship places.

- Be proactive in the internship place.
- Don't hesitate to ask if you didn't know about your job desk inside the kitchen.
- Always bring yourself in positive vibes and respect each other.

## **2. For Four Seasons Hotel New Orleans**

- Provide a clear explanation about the intern job desk and their expectation in the beginning of internships.
- Give feedback and evaluation to interns about their development inside the kitchen.
- Always remind about standard work procedures in the kitchen.
- Strengthen communication between kitchen and service staff, especially during peak hours.

## **3. For Ottimmo International School**

- Prepare students well to understand the reality of working in the kitchen.
- Provide a thorough understanding of professionalism, code of ethics, and work standards in the kitchen world.
- Monitor students regarding their lives during the internship.