

CHAPTER I

INTRODUCTION

1.1 Background of Study

Internship is a program that lends support to academic programs and to initiate initiatives involving student recruitment and retention. Internship programs can assist with skill development, in this case cooking, communication, initiative, time management, professional skills and overall quality to work and attitude.

Surabaya was selected as the destination for this internship due to its growing reputation in the food and beverage sector in Indonesia. As one of the largest cities in the country, Surabaya provides a competitive and fast-paced environment that is ideal for hands-on training in the culinary field. Within this setting, Corica Pastries stands out as a well-established pastry business known for its high-quality baked goods, consistent standards, and strong customer base. The company has built a reputation for excellence in pastry production, offering a wide range of cakes, breads, and desserts that reflect both local tastes and international influences.

This internship was taken to gain real-life work experience. The opportunity to work alongside experienced pastry chefs, observe daily kitchen operations, and apply theoretical knowledge in a professional setting. Working in a production-oriented pastry kitchen allowed to develop precision, efficiency, and attention to detail. This experience not only enhanced technical skills in baking and pastry-making but also improved time management, teamwork, and adaptability. Furthermore, it provided valuable insight into maintaining product quality, consistency, and hygiene standards, which are essential in the food and beverage industry.

1.2 Industrial Training Objectives

1. To acquire practical skills in food preparations.
2. To develop time management skill, self-discipline and responsibility.

3. To gain an understanding of customer service standards.
4. To learn about effective teamwork and communication skills.

1.3 The Benefits of Internship

1.3.1 For Students

1. Working experience in a profesional kitchen.
2. Learn how to interact with other workers in the field with the proper etiquette.
3. Understanding the kitchen operations from receiving and storing materials, preparing the product and serving to customers.
4. Building self-confidence in working.
5. Build connection.

1.3.2 For Ottimmo International

1. Build relations.
2. Market Ottimmo international to more countries.

1.3.3 For Corica Pastries

1. Manpower at a lower cost compared to full-time staff.
2. Having prospective staff members.