

CHAPTER I

INTRODUCTION

1.1 Background Study

The author chose JW Marriott Hotel Surabaya as their training location because it is a five-star Luxury Brand among other Marriott's International subsidiary and one of the oldest luxury hotels in Central Surabaya that is very successful. In addition, the author hope can reach many experience from JW Marriott Surabaya, and also be able to discover their passion in the world of cooking and gain insight of a real working field in professional kitchen at five-star luxury hotel.

The internship start on 8th February until 9th August 2022. The time ranges from 9-12 hours of per day, as well as 5 working days in 1 week. The hotel provides benefits in forms of meal coupons and BPJS employment benefits. There are five restaurants in the hotel, Tang Palace (Chinese restaurant), Imari (Japanese restaurant), Uppercut (fine-dining restaurant), Executive Lounge (business lounge on the 21st floor), and Pavilion (ground floor restaurant which usually serves breakfast). The Author is in charge in the Pavilion kitchen. During these times, managed to learn 3 out of 12 different outlets such as Pasta Section, Pizza Section, Noodle and Steam Section.

Three months in Noodle and Steam Section, learned how to make wontons and dumplings and condiments for various soups (Tom Yam, Soto Ayam, Chicken Korean Soup, Empal Gentong, Soto Madura, Laksa, Cuanki Bandung, Mi Kocok, Mi Siam, Phobho etc.). Another month in Pasta Section, learned how to make a proper pasta dough, and also the sauce such as carbonara sauce, bolognese, alfredo, and aglio olio. In charge in

the Pizza Section for the last three months and responsible to deliver the perfect variety of pizza every morning for breakfast, lunch, and dinner in quickly for the customers, as well as making different of topping pizza and pasta on certain events.

With this internship program, the Author has developed many networks with the chefs and associates, obtain varieties of recipes and knowledge and learn the proper way to serve and handle guests. As well as time management, discipline and grooming standards and overall developed a professional attitude in the kitchen.

1.2 Internship Objectives

1. Introduce and grow students abilities in the real world of work.
2. To gain working experience and insight in a real professional kitchen at Pavilion Restaurant
3. To apply skill and knowledge that were thought in college.
4. To developed a responsibility, discipline, good working ethics and attitude.
5. To improve creativity, time management and mental resilience.
6. Evaluate how hotel works and its management.

1.3 Benefits of Internship

Benefits for Student

1. Learning different people's character and how to deal with them in the workplace.
2. Gain knowledge that has not been taught by college.
3. Understand how real job works and can be prepared to apply for a job in the kitchen.

4. Build good networks for future employment and business.
5. Improve skills and creativity.
6. Adjust to work environment.

Benefits for JW Marriott Hotel Surabaya

1. The hotel receives human resources without spending more cost.
2. As a selection medium to get potential casual workers and employees.
3. Build a good relationship between JW Marriott Hotel Surabaya and Ottimmo International MasterGourmet Academy Surabaya.

Benefits for Ottimmo International MasterGourmet Academy Surabaya

1. Able to produce student with good skills from the internship program.
2. Build a good relationship with the students and able to be recommended college for other people in the culinary industry.