

CHAPTER 4

CONCLUSION

1.1 CONCLUSION

When entering the real world or the world of work, usually the thing to do is seek experience first. Internship really helps to train the practical and the social skills that can be used in the future. The students will know how to work with many people from different personalities and backgrounds. It is also develop the cooking skills of the students. Moreover, internship really train the mentality of the students. In the conclusion, internship has many advantages. The author is really grateful to join this internship program at Ottimmo. It is probably one of the most priceless experience.

4.2 Suggestion

4.2.1 For Student :

- a. Do not be afraid to try something new and do not be shy.
- b. Be confident, believe in yourself, and do not be afraid to make mistakes.
- c. Always give the best and dare to go out of comfort zone.
- d. Discipline and responsibility with work.
- e. Admit when do something wrong and take responsibility for it. Prepare and maintain physical and mental condition to perform at your best during the internship.
- f. Show the consistency and grow the skills.
- g. Never complain, show a ready to work attitude.

4.2.2 For Grand Mozza Hotel

- a. It would be better to evaluate the performance of the trainees weekly or daily by the head chefs in their own outlets. This is a better way to motivate trainees and keep track of what they did during the internship.

- b. Pest control should be better to solve the cockroach, mouse and small insect.

4.2.3 For OTTIMMO International MasterGourmet Academy

- a. Keep the communication between hotel and trainee.
- b. Try to keep in touch with the students that on internship.

4.3 Problem Face and How to Solve Them

a. Guest Complain

Complain is a reasonable thing. How the author and the staffs solved is apologize first to the customer. After that, give the customer new dish or a complimentary food. Also, make sure that the food are perfect when come out from the kitchen.

b. Trainee Problem

As a trainee who has just entered the world of work, trainees must make a lot of mistakes. However, they must take responsibility for their own mistakes and learn from problems so as not to repeat them.

c. Miss communication

Miss communication often occurs between the parties, such as in the kitchen, if communication doesn't go smoothly then what happens is a misunderstanding, when there is a misunderstanding in communication, all you have to do is ask and listen to what to do, and you have to focus on what you are going to do.