

INDUSTRIAL TRAINING REPORT
“PASTRY AT THE WESTIN SURABAYA”



ARRANGED BY

LAUREN MARCELLA O.W.

1974130010039

CULINARY ARTS STUDY PROGRAM
OTTIMMO INTERNATIONAL MASTERGOURMET
ACADEMY SURABAYA

2022

APPROVAL 1

Title : The Westin Hotel Surabaya
Company Name : Marriot International
Company Address : Pakurwon Mall, Jl. Raya Lontar No.2, Puncak Indah, Suraabaya City
No. Telp./Fax. : (031) 29710000
which is carried out by Students of Culinary Arts OTTIMMO
International MasterGourmet Academy Surabaya
Name : Lauren Marcella Ongkowijaya
Reg. No : 1974130010039

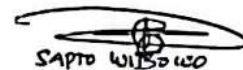
Has been tested and declared successful.

Approved by,
Advisor



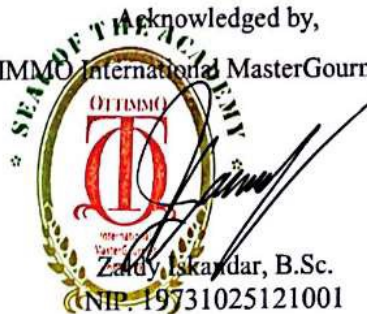
Ryan Y. Iskanandar, SS
NIP: 1982 1218 1601 023

Surabaya,
Supervisor



SAPTO WIBOWO
Sapto Wibowo
Pastry Head Chef

Acknowledged by,
Director of OTTIMMO International MasterGourmet Academy Surabaya



APPROVAL 2
INDUSTRIAL TRAINING
REPORT PASTRY
KITCHEN
AT THE WESTIN HOTEL SURABAYA

Arranged By:

Lauren Marcella.Ow.
1974130010039

Industrial Training conducted from December 22, 2022 until June 22, 2022 at The
Westin Hotel Surabaya

Approved by:

Advisor



Ryan Yerehia Iskandar, SS
NIP: 1982 1218 1601 023

Examiner I



Hilda Tjahjani Iskandar, S.E.,
Ak., C.A., M.M
NIP: 1969 1029 2002 072

Examiner II



Dahlia Elianarni, S.T.P.,
M.Sc
NIP: 1997 0510 2203 015

Acknowledge by,

Director of OTTIMMO
International Mastergourmet
Academy,



Zully Iskandar, B.SC.
NIP. 197510251201001

Head of Study Program Cullinary Art,
OTTIMMO International
Mastergourmet Academy,



Hilda Tjahjani Iskandar SE.Ak,CA,MM
NIP. 196910292002072

ACKNOWLEDGEMENT

First of all, thanks to God for His mercy and guidance in giving me full strength to complete this report. This report is prepared based on industrial training results conducted by the author for 6(six) months in The Westin Hotel Surabaya. This report is prepared as one of the requirements to complete the Diploma III of Culinary Arts.

In the process of this report, the Author has received much guidance and assistance from various parties. To that end, the author express their sincere thanks to:

1. Mr. Zaldy Iskandar as Director of OTTIMMO International Master Gourmet Academy Surabaya.
2. Mr. Yeremia Iskandar who guide to complete this report and preparation of report.
3. Ms. Hilda Iskandar as the head of Culinary arts program.
4. Mr. Robby as Head of Student Affairs.
5. Mr. Hero and Mrs. Maryyana as authors parents.
6. Mr. Vanda as head of Human Resource who has given the place of industrial training implementation.
7. Chef Sapto Wibowo as the Head Chef of pastries in The Westin Surabaya.
8. Chef Heri Gunawan as the Sous Chef of pastries in The Westin Surabaya.
9. Ms. Umi Mahfudhoh as the CDP (Chef De Partiè) in The Westin Surabaya.
10. Mr. Achmad Rizal Hamid as the commie pastries in The Westin Surabaya.
11. Mr Daniel Christian as service department colleagues in The Westin Surabaya.
12. Mr. Kenny and Mr. Vierri as pastries colleagues in The Westin Surabaya.

Surabaya, 22 September 2022

Lauren Marcella.OW.

PLAGIARISM STATEMENT

I certify that this assignment/report is my own work, based on my personal study and/or research and that I have acknowledged all material and sources used in its preparation, whether they be books, articles, reports, lecture notes, and any other kind of document, electronic or personal communication. I also certify that this assignment/report has not previously been submitted for assessment in any other unit, except where specific permission has been granted from all unit coordinators involved, or at any other time in this unit, and that I have not copied in part or whole or otherwise plagiarized the work of other students and/or persons.

On this statement, I am ready to bear the risk/any sanctions imposed to me in accordance with applicable regulations, if in the future there is a breach of scientific ethics, or you have a claim against the authenticity of my work.

Surabaya, July 5, 2022



Lauren Marcella.OW.

TABLE OF CONTENT

INDUSTRIAL TRAINING REPORT	1
APPROVAL 1	i
APPROVAL 2	ii
ACKNOWLEDGEMENT	iii
PLAGIARISM STATEMENT.....	iv
EXECUTIVE SUMMARY.....	v
TABLE OF CONTENT	v
CHAPTER I	1
1.1. Background of the study.....	1
1.2. Objective	2
1.3. The Benefits of Industrial Training	2
CHAPTER II.....	3
2.1. History of Company	3
2.2. Vision and Mission.....	14
2.3. Kitchen Hierarki	17
2.4. Location of The Westin Hotel Surabaya	19
2.5. Features in The Westin Hotel Surabaya	20
2.6. Personal Hygine	33
2.7. Personal Grooming.....	34
2.8. Pastry Storage.....	34
CHAPTER 3	36
CHAPTER IV	49
BIBLIOGRAPHY	50
APPENDIX.....	49

LIST OF TABLE

Table 1. Internship Shift 36
Table 2. Event Handled During the Internship Period 48

LIST OF FIGURE

Figure 1. The Westin Hotel Surabaya	3
Figure 2. Kitchen Hierarki	17
Figure 3. The Westin Surabaya Maps	19
Figure 4. Westin Deluxe 1 King Bed	20
Figure 5. Westin Deluxe Twin Bed	20
Figure 6. Westin Club King Bed	22
Figure 7. Westin Club Twin Bed	22
Figure 8. Westin Grand Deluxe	24
Figure 9. Westin Executive Suite	26
Figure 10. Westin Grand Suite	28
Figure 11. Westin Magnolia Restaurant	30
Figure 12. Westin Sky Lounge.....	30
Figure 13. Westin Ballroom.....	31
Figure 14. Westin Swimming Pool.....	31
Figure 15. The Westin Gym	32
Figure 16. Ecolab	33
Figure 17. Personal Grooming	34
Figure 18. Fruit Tart	39
Figure 19. Craquelin Choux	39
Figure 20. Pukis	40
Figure 21. Mini Cake	40
Figure 22. Slice Cake	40
Figure 23. Chocolate with Dry Condiment	41
Figure 24. Cookies	41
Figure 25. Cube Brownies	41
Figure 26. Slice Cake for Amenities	42
Figure 27. Onde-onde.....	42

Figure 28. Decoration Cookies	42
Figure 29. Crispy Coconut Cookies	43
Figure 30. Lapis Surabaya Figure	43
Figure 31. Pancake	43
Figure 32. Mixer	44
Figure 33. Small Mixer	44
Figure 34. Oven	44
Figure 35. Stove	45
Figure 36. Bread Slicer	45
Figure 37. Blast Chiller	45
Figure 38. Prepare Table	46
Figure 39. Sink	46
Figure 40. Walk-in Chiller	46
Figure 41. Walk-in Freezer	47
Figure 42. BEO (Break Down List)	47

EXECUTIVE SUMMARY

The report explains the six-month employment experience of the author at the westin surabaya hotel from December 20, 2021 to June 19, 2022. During the writer's apprenticeship, the department of the pastry and bakery department.

Pastry and the bakery are department food and dishes that are tasked with making cupcakes and desserts for the pastry corner, breakfast, coffee break, lunch & dinner. The purpose of this study is to know the good and professional operations of manager-body staff at the westin surabaya hotel that can increase customer satisfaction and to satisfy the customers' desires in the pastry and bakery products of the westin surabaya hotel.

During the intern post at the westin surabaya hotel, one of the authors gained many new pennangs is being able to work together well and manage time quickly and properly.

Keywords : *The Westin Hotel Surabaya, Internship, Learn, Experience, Pastry and bakery.*