

CHAPTER I

INTRODUCTION

1.1. Background of the study

The growth of new hotels is one of the occurrences of tourism development prepared to meet the needs of tourists who are traveling and living in other regions or even countries. In-service activities to guests, the hotel is divided into 2 (two) parts, namely Back of the House, the part that is directly related to guests, including the Food and Beverage Department, which is a department of the hotel that takes care of and is responsible for food service needs. And drinks and other necessities needed by guests who live or do not stay at the hotel.

Food and Beverage Product is a department that serves food in the form of ready-to-eat food. The resulting product is divided into several parts: the main kitchen, coffee shop, and pastry bakery, where all the details have different uses but have the same goal of selling the product to the buyer.

The pastry and Bakery Department is one of the knowledge in processing and serving food, especially processing and serving various types of cakes and bread.

Internship is one of the programs that must be run to get a diploma III. The internship, which is run for 6 (six) months, provides a new experience and impression. Eligible hotels are hotels that have 4 (four) stars and above. One of the hotels that meet these requirements is The Westin Hotel Surabaya.

The Westin Hotel Surabaya is a 5 (five) star hotel that was newly established in 2020 and has attracted a lot of public attention. The author chose the Westin Surabaya hotel because the hotel is already widely known by the public. The hotel occupancy, which is always busy, makes it a good experience to learn and hone knowledge in the hospitality world, especially in the culinary field.

In the first month, the writer got the task to look after the breakfast section or the first shift, the tasks carried out at breakfast time were making Belgian

waffles, pancakes, and French toast. The writer gets to guard the dinner section in the 2nd (two) and 3rd (three) months. Before protecting the dinner section, the writer prepares for dinner. The tasks are decorating the dessert in a glass, decorating the cake slices, and preparing the ingredients. for ice section, etc. In the 4th (fourth) and 5th (fifth) month, the writer takes care of the breakfast section again. And in the last month the author was assigned to make a amenities shift. That is preparing cookies, dumplings, layers of Surabaya, cookies décor (for small children) and wording plates. As well as making products, namely, onde-onde lapis Surabaya, cookies (chocolate almond cookies, greentea pistachio cookies, and crispy coconut almond cookies), dry condiment chocolate and preparing Madura porridge consisting of black sticky rice, green beans, pearls, candil, brown sugar. , and coconut milk.

1.2. Objective

- 1) Practice discipline and time management.
- 2) Looking for a solution in a problem.
- 3) Train the knowledge that has been taught while on campus.
- 4) Learn to be responsible in a job.

1.3. The Benefits of Industrial Training

- a. Benefits for hotels
 - Increase manpower
 - Increase experience in educating trainees.
 - Train the ability to organize the workforce.
- b. Benefits for Ottimmo
 - Introduce students from campus.
 - Add experience to students.