

CHAPTER I

INTRODUCTION

1.1 Background of Study

An internship program is work experience provided by a company to students or graduates to provide a view of the world of work related to their field of study. There are companies that provide wages to apprentices, but there are also companies that do not provide wages to apprentices. Apprentices are usually required to work nine hours each day accompanied by breaks.

An internship provides an overview of how the world of work takes place. Apprentices can implement the theory obtained at the place where the apprentices learn, can strengthen existing skills or learn new skills at the internship, train soft skills and hard skills. In addition, the advantage of an internship is that it can add to the experience in the CV when they want to find work. It is expected that during an internship, participants will already meet the qualification requirements when they want to register for a job.

From the internship program undertaken, the writer can learn many things both in the kitchen and in other parts of the hotel, for example grooming standards, time management, how to deal with teams, how to communicate with hotel guests, staff, and other apprentices.

The author also learns and refines the ability to use a knife, maintain kitchen cleanliness, how to make food according to hotel standards, how to deal with complaints from hotel guests, management of storage of raw materials and cooked ingredients in the cooler.

The author runs an internship program at the Grand Dafam Signature Surabaya hotel because this hotel is a new hotel that is growing rapidly in Surabaya, according to a review from the internet. The hotel is located in the center of Surabaya and very strategic because it is close to public facilities, such as shopping centers, stations, tourist sites, and city halls.

Supposedly, the writer underwent an internship in the hotel kitchen for six months. But because the COVID-19 pandemic appeared on this earth, the apprenticeship program was shortened to three months.

1.2 Internship objective

- a. Giving students experience on how to work in a team
- b. Apply abilities that have been previously owned, add skills and new knowledge
- c. To learn to carry out and complete the responsibilities given by seniors
- d. Improve creativity, time management, and how to work effectively
- e. Implement theories learned at Ottimmo MasterGourmet Academy Surabaya
- f. Learn new techniques and recipes in cooking

1.3 Benefits of Internship

1.3.1 Benefits for student

- a. Gain new and valuable work experience
- b. Able to work well as a team and individually
- c. Able to work under pressure
- d. Mastering soft skills in communicating, working fast, managing time, and handling customers
- e. Provide a view of the real world of kitchen
- f. As a way to fulfill the final requirements in completing studies at Ottimmo MasterGourmet Academy
- g. Have a connection with trainee that can be recruited in the future as casual

1.3.2 Benefits for Ottimmo International Master Gourmet Academy Surabaya

- a. Establish a good business relationship between the campus and the hotel where the author underwent an internship program
- b. Evaluating the report compiled by the author for the future made a reference to create a better curriculum

- c. Introducing Ottimmo International MasterGourmet Academy to the public, including hotels where students undergo internships

1.3.3 Benefits for Grand Dafam Signature Surabaya

- a. As a medium to build business relationships between Ottimmo MasterGourmet Academy and Grand Dafam Signature Surabaya
- b. As a medium to get a high potential employee