

# CHAPTER I

## INTRODUCTION

### 1.1. Background of the Study

In this internship at JW Marriott Hotel Surabaya the writer always thought it's always important to follow and train under the guidance and even experience the real professional work/kitchen, but after gone through it, the writer felt it became more important. It has taught everything the writer was lacking before having to Intern at JW Marriott Hotel Surabaya, it taught the writer to be professional, critical, responsible, and how to be better inside and outside work.

The outcome of this Internship that the writer expected was how to learn recipes and receive his degree, but instead the writer gained more than he expected. The writer learnt how to respect every employee, doesn't matter they're interns or executives that has been working for 20 years, they all have their responsibilities and without those people filling their responsibilities, this internship wouldn't progress. Another thing is the writer was grateful to be a member of JW Marriott Hotel Surabaya, even for a brief period, it made the writer to become the better version of himself.

In the wake of finishing this Internship, the writer felt and gained knowledge how to be a responsible, critical and quality as a hospitality person. Since OTTIMMO International MasterGourmet Academy Surabaya laid the foundation of theory and practical, it was the writer's responsibility to keep improving the foundation he has been given in real life such as in this Internship at JW Marriott Hotel Surabaya, to receive more knowledge and the real picture how to become a picture perfect employee on this industry.

## **1.2. Industrial Training Objectives**

1. Certify a good quality chef
2. Exposure to mentality of work and as a media to train at the same time
3. Forming and maintain a high standards and work ethics in this line of work
4. To fulfill one of the requirements for graduation

## **1.3. The Benefits of Industrial Training**

### **1.3.1. Towards Ottimmo**

- As an exposure of a place for excellent quality and promising future chef
- Become a reference point for improving curriculum and study point in the future
- A good guideline and advice for juniors who will partake the internship program
- Building a good business relation to JW Marriott Hotel Surabaya

### **1.3.2. Towards JW Marriott Hotel Surabaya**

- An exposure as a trainee-friendly place
- Building a good business relation to Ottimmo International Master Gourmet Academy
- Boosting kitchen productivity
- As an event to find potential employee

### **1.3.3. Towards Students**

- Knowing better to handle different types of people
- Gain knowledge and experience about the real kitchen flow and how to work efficiently in kitchen
- To train our cooking skill as in extracting ingredient as much as possible with as low waste as possible
- Grasping real life situation in kitchen and knowing how to handle it