

CHAPTER I

INTRODUCTION

1.1. BACKGROUND OF THE STUDY

Tirocinio, Stage, and Internship they are the same. It is a short term of *stage en entreprise*/work experience taken by student in order to learn a profession or trade, to perform a play, to produce on a stage. The process of understanding employment with direct work practices in the relevant industry ends with the acquisition of skillset as a future career impact networking. The need for an internship program in the world of work and education in order to clarify the purpose of a book theory. Theory without practice is nil. Because armed with a theory will not be enough to move forward without understanding how to apply it in the field. There will be many problems in work practices that are not written in theory, because the problems that arise are conditional. The internship is a program provided by the companies and schools throughout the world. Each company has its own set of policies according to the *Standard Operational Procedure (SOP)* of the company and provision of the state government on this matter. Policies may include the company's own length of time, bonds of cooperation, and need. Apprenticeship activities don't always get money. Adjusting the policies of each company, there are intern students who are not paid but with fees, paid in part (in the form of pocket money), and not paid with complete facilities. For example Under Restaurants in Norway offer a 3-month unpaid internship program. But they provide all the complete facilities ranging from accommodation to meals. Accept internship students from all over the world on the condition of having international insurance to be able to work there.

Ottimmo is a university especially in the culinary arts field which has a vision to reach international standards in 2025. In accordance with Government Regulation No. 60/1999 concerning Higher Education and Minister of Education and Culture Decree No. 44 / E / O / 2014 regarding Guidelines for the Establishment of Higher Education . The internship program is one of the courses

conducted at the end of the semester for 6 months with application in a restaurant or hotel in accordance with student choice. It aims to develop the potential of students and establish cooperation between institutions and the community to increase knowledge in the culinary arts field, in order to achieve the Ottimmo mission, one of which is to be active in applying the culinary arts knowledge to the wider community. In this report the apprenticeship was carried out at a fine dining restaurant in Bali, Blanco par Mandif.

1.2. INDUSTRIAL TRAINING OBJECTIVE

- 1.2.1** To get a channel to support a career
- 1.2.2** Have good communication skills
- 1.2.3** Can apply the knowledge gained after an internship
- 1.2.4** Sharpening skills become better
- 1.2.5** Understand the management of a restaurant's processing
- 1.2.6** A positive behavior and attitude toward teamwork
- 1.2.7** Know how to solve a problem in a FnB industry
- 1.2.8** Understand the demands and needs of the community

1.3. THE BENEFITS OF INDUSTRIAL TRAINING

1.3.1. BENEFITS TRAINING FOR STUDENTS :

- 1.3.1.1** Get a lot of knowledge from expert chefs
- 1.3.1.2** Know how to effectively and efficiently work in the industry
- 1.3.1.3** To measure the extent of the workings and knowledge possessed
- 1.3.1.4** As a reference to apply job in the future

1.3.1.5 More responsible and disciplines

- Have work experience
- Understand management in the industry
- Understand the work standards held by the restaurant industry
- Able to socialize with people in the world of work

1.3.2. BENEFITS TRAINING FOR INDUSTRY :

- Have additional workers
- Have the opportunity to recruit workers from intern students in the future
- If an internship participates in a competition and gets good results, it will raise the name of the industry
- Can get knowledge or exchange knowledge by student trainees from their experience

1.3.3 BENEFITS TRAINING FOR OTTIMMO :

- Can still establish cooperation with related industries
- Get a good name if their students give something to be proud of
- To introduce Ottimmo's students to the public

CHAPTER II

GENERAL DESCRIPTION OF BLANCO PAR MANDIF

2.1. HISTORY OF BLANCO PAR MANDIF

BLANCO par Mandif is the finest Indonesian gastronomic located in one of the historical settings in Bali, the Don Antonio Blanco Museum, Jalan Raya Tjampuhan, Ubud. With the concept of fine dining that prioritizes excellent service and magnificent taste of food has won # 1 best fine dining restaurant in Bali and # 17 best fine dining restaurant in Asia via Tripadvisor. Raising the theme of local cuisine and explore the Mother Nature to procure the freshest ingredients, Chef owner Mandif Warokka transformed Indonesian food into a modern style with a European and Japanese touch so as to produce a degustation menu.

Chef Mandif M Warokka, a talented award-winning chef and restaurateur, born in Biak, Papua, Indonesia, is highly passionate about Gastronomy. International traveler Chef, finally returned to his home country to fulfill his dream of opening his own gastronomic restaurant. Some of his personal achievements were chosen as *"The Best Chef in Bali 2011"* and *"Best Restaurateur 2014"* followed by several prestigious medals and trophies in international culinary competitions. As one of the top chefs in Indonesia, he is regularly invited as a "Guest Chef" for some of the best restaurants around the world and Indonesian TV shows Chef Judge at Grand Final Indonesia Master Chef Season 1, Chef Chef at Grand Final Hells Kitchen Indonesia Season 1 and Chef Judge Grand Finale Top Chef Indonesia Season 1. He finally set his dream of opening TEATRO in 2012.

When Chef Mandif was in Indonesia, he worked as a chef at Jumana's fine dining restaurant at the Banyan Tree Ungasan Bali hotel. While working, he met with Resva Conita who currently works as an operational manager at BLANCO par Mandif. They both thought to build a restaurant specifically for classy Indonesian cuisine. In 2015 BLANCO par Mandif opened its doors, for a new

challenge to introduce the best Modern Indonesian cuisine to the International level. Exotic Indonesian flavors and the source of careful produce of the best seasonal quality local products is an excess of enthusiasm and expertise. BLANCO was opened using the concept of a chef table with a capacity of 8 people. In August 2017 they expended BLANCO par Mandif into bigger space that can accomodate between 18 to 24 people. The design itself is very modern, fine, and feminine.

2.2 THE PHILOSOPHY

There are three philosophy of BLANCO's founding by Chef Mandif M Warokka,

1. Childhood Memories

When he was child, his mom always cook Cakalang Noodles for him after he played. And he made the food one of BLANCO's menus for Chef Mandif to show that without a mother he wouldn't be the chef he is now.

2. Reinvented the Classic Cuisine

There's always creativity and plethora of idea in a dish and a chef. So that classical cuisine can be developed to be modern and refine the flavour.

3. New Modern Indonesian Cuisine

Chef Mandif is looking for the future for Indonesian Cuisine. Future means it going to be a blend of european technique and Indonesian cuisine itself.

2.3 VISION & MISSION

2.3.1 VISION

Gives the next level of experiences after indulge Indonesian cuisine in fine taste. Combining the dishes with beverage pairing to show that Indonesian cuisine can reach an international level.

2.3.2 MISSION

To change the mindset especially of Indonesians towards local cuisine in order to develop and innovate knowledge about local materials. And as investment in the future.

2.4 COMPANY OBJECTIVES

2.4.1 Representing a more modern and high level Indonesian cuisine with degustation style menus

2.4.2 Introduce Indonesian cuisine to the world

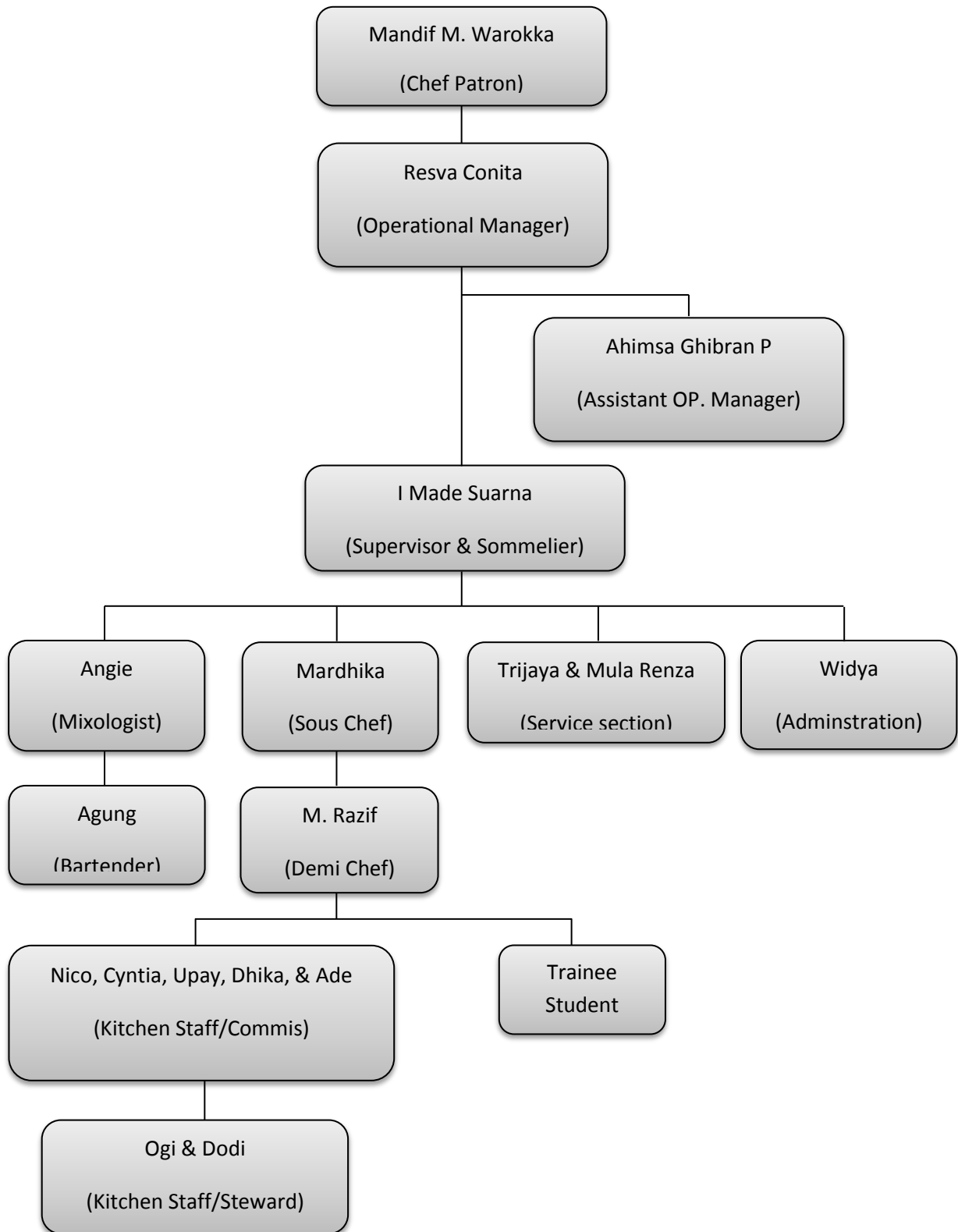
2.4.3 Provide a different experience to the customer towards Indonesian cuisine in general

2.4.4 Help the welfare of Indonesian farmers and utilize natural resources using local raw materials

2.5 COMPANY LOGO



2.6 ORGANIZATION STRUCTURE



2.7 JOB DESCRIPTION

2.7.1 Chef Patron :

- As the owner
- As a validator
- Innovating and updating new menus
- As a controller in the kitchen
- Checking the quality of food and beverages
- Manage restaurant including design, set up table, etc.
- Teach knowledge to its workers
- Know how to solve problems even in urgency
- Able to maintain balance in perspective and control emotions in all situations and in a variety of employee behavior
- Provide motivation and time discipline so that workers remain enthusiastic

2.7.2 Operational Manager :

- As the right-hand owner or chef patron in restaurant management
- Arrange the schedule of workers and intern students
- As a validator
- Welcoming the guests
- Checking the quality of food and beverages
- Control the restaurant, especially the front
- Responsible for customer satisfaction
- Set the flow chart in the restaurant
- Know how to deal with problems in an urgent time or related to consumers
- Keep employees disciplined and motivated

2.7.3 Assistant Operational Manager :

- To replace the operational position of manager
- Help to make a decision
- Welcoming the guests
- Responsible for employees under it
- Checking the quality of food and beverages
- Know how to deal with problems in an urgent time or related to consumers
- Keep employees disciplined and motivated
- Responsible for customer satisfaction

2.7.4 Supervisor & Sommelier :

- Supervise and check performance in the service section
- Set the time when food and drink must come (conditional)
- Welcoming the guests
- Training and giving direction to new workers and interns
- Know how to solve the problem in urgent time
- As a wine expert
- Explaining the wine and the list of drinks to the guest
- Responsible for wine owned or sold at BLANCO
- Give knowledge about wine to interns

2.7.5 Mixologist & Bartender :

- Serve welcome drink
- Serve alcoholic and nonalcoholic beverages to restaurant and bar patrons
- Make classic drinks and create new recipes for cocktails
- Ensuring their bars run smoothly and efficiently
- Explaining their beverages when the guest(s) take beverages pairing or chilling at BLANCO's bar

2.7.6 Service Section :

- Serving customers from beginning to end
- Serve dishes at the table and explain
- Always collaborating with the kitchen team
- Must have a plethora of knowledge about raw materials, the surrounding area and others related
- Good at communicating with guests
- Picking up food from kitchen to front restaurant
- Make sure the restaurant is ready to open for the guests
- Checking everything related with restaurant or dining room

2.7.7 Administration :

- Controlling money in a restaurant
- Make a report about restaurant finances
- Take care of all matters of taxes, insurance, and other payments for restaurants and workers
- Author of any certificate if required by permission of superiors

2.7.8 Sous Chef :

- Managing food preparation in the restaurant kitchen
- As the assistant to the head chef/executive chef
- Manage the kitchen team in the executive chef's absence
- Ensure that kitchen activities operate in a timely manner
- Planning menus
- Training new staffs or interns
- Recording inventory
- Provide support to junior kitchen employees
- Create schedules for kitchen employees and evaluate their performance

2.7.9 Demi Chef :

- Assist executive chefs with an array different tasks in the kitchen
- Assist pastry chefs
- Help head chef create menu items
- Order food and kitchen supplies and cut down on kitchen waste
- Inventory control
- Managing their kitchen station
- Butcher,grill,sear different cuts of meat or protein, and chop vegetables

2.7.10 Commis :

- Assisting other chefs in the kitchen
- Help to prepare ingredients and do any tasks if demi chef or sous chef need assistance with
- Helping with deliveries (carry,unpack,cleaning,and storing)
- Assisting with stock rotation and help to restocking ingredients
- Measuring ingredients
- Training and learning
- Cleaning station or keep the station clean

2.7.11 Trainee :

- Helping all the chef's work including preparing ingredient and stock rotation
- Learn and practice skills in the kitchen

2.7.12 Steward :

- Assisting in cleaning and opening or closing tasks
- Assisting with sweeoinng,mooping, and polishing the restaurant,bar,kitchen and equipment

- Assisting with unloading and storing stock
- Scrapping and washing dirty dishes,pots,pans,plates,flatware, and glasses and putting them away

2.8 RESTAURANT OVERVIEW



Picture 1. BLANCO Restaurant from outside (Personal documentation,2020)





Picture 2. Entrance to the BLANCO Restaurant (Personal documentation, 2020)



Picture 3. Bar Area (Hasna,2020)



Picture 4. BLANCO's Bar (Personal documentation,2020)



Picture 5. Wine Cellar (Personal documentation,2020)



Picture 6. Wine sold at BLANCO (Personal documentation,2020)



Picture 7. Dining Room (Personal documentation,2020)

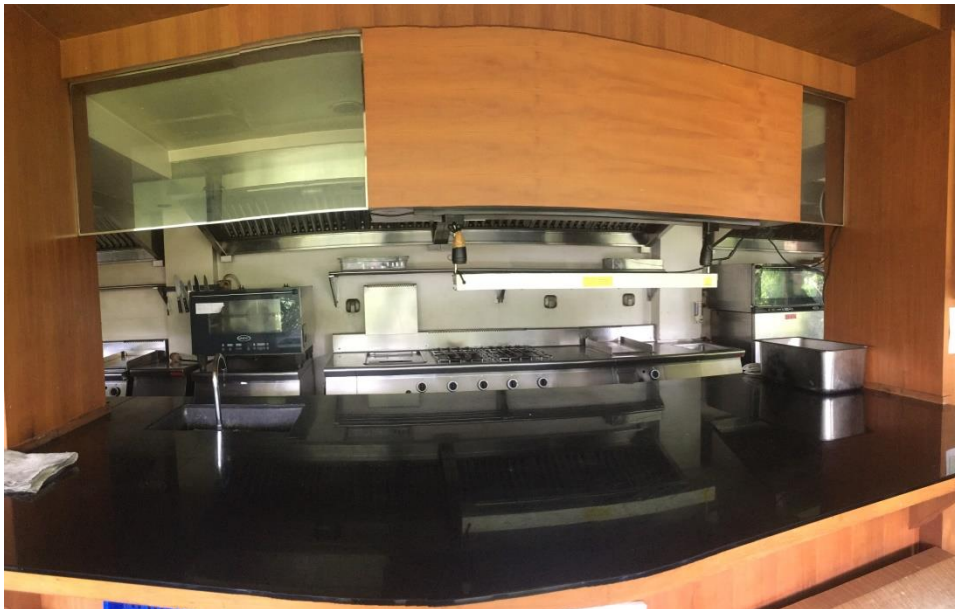


Picture 8. Rooftop view (Personal documentation,2020)





Picture 9. Pastry & Cold Kitchen (Personal documentation,2020)



Picture 10. Entree Kitchen (Personal documentation,2020)



Picture 11. Hot Kitchen (Personal Documentation,2020)





Picture 12. Kitchen overview (Personal documentation,2020)

CHAPTER III

INDUSTRIAL TRAINING ACTIVITIES

3.1 PLACE OF ASSIGNMENT

At BLANCO par Mandif work placement is rotated in each section every month. For 2 months (February-April) in the Service section. In early April there was news of COVID-19 affecting the rotation schedule due to the reduced number of guests. For the third and fourth months remain in the service section but also work in the kitchen (pastry and entree kitchen) due to lack of workers. In the third month due to lack of reservations, Chef Mandif made a project called Dapur Express or DEX in Seminyak, Bali. Worked with Chef Mandif and 3 other interns for 1 month.

3.2 JOB DESCRIPTION

3.2.1 Service Section

There are several job in service section

1. Host/Hostess :

Welcoming and greeting the guests in front before entering the bar and introduce ourself. Determine whether the guest has made a reservation or walk in guest. Ask their name and find out if there are any allergies or dietary restriction. For how many people they come. Escort them to the bar and tell all the information about the guests to another college who will taking care of the guests.

2. Runner :

Bring food from the kitchen to the pass table to be ready to be served to guests and double check the dish. Take information from the kitchen about the dish so that the server that explains it can understand too.

3. Server :

Person who handle and serve the guest from beginning until dinner/lunch is done. Greeting and introducing yourself as a

waiter/waitress. Serve the dish and explained to the guest. Ready to help guests if there any problem or need.

4. On the floor :

Person who must stand by at the restaurant room so that at any time guests need help and no one, then the person on the floor who helps.

BLANCO Standard Operations Service

Table 1. Standard Service Operations

<p>Before the restaurant opens</p>	<ol style="list-style-type: none"> 1. Always make sure the laptop,Ipad,Android phone,Captain order, and guest comment are well prepared 2. Always make sure all the tables are well set up 3. Always make sur the lights, spotlights and music are well set up 4. Always make sure the tea trolley is well set up 5. Always make sure the sugar boxes are well set up 6. Always make sure the guest toilets are well set up 7. Always make sure the pets control has been done 8. Always make sure the air conditione and air purifier are well set up
<p>Welcoming the guest with a reservation</p>	<p>“ Good evening Sir/Mam, do you already have a reservation?” “YES” “May i know what’s the name on the reservation?” “RESVA CONITA” Then check the reservation book or Ipad and make sure which table they sit. After that,guide them to the table.</p>
<p>Welcoming the guest without a reservation</p>	<p>“ Good evening Sir/Mam, do you already have a reservation?” “NO” Check the availability of the table then explain to the guest that “We are fine dining that serves Indonesian degustation menus of 7 courses, would you like to see the menu?”</p>

	<p>Escort the guest to the bar first then bring them the menu and explain about the course and ask them “Is there any dietary restrictions or food allergy that we should be aware of?”</p> <p>Notes all the preferences if thereis, repeat it one more time to the guest then guide them to their table.</p>
Explain our restaurant policy	<p>If the guest come wearing rubber flip flop,swimwear, or singlet</p> <p>“Dear Sir/Mam, regret to inform you as per our restaurant policy, we do not allow....to our restaurant, i trust you understand.” Then “But we provide....just in case the guets are not prepared, do you mind to wear our shoes/shirt?”</p> <p>Bring them the stuff needed to the guest before they enter to the restaurant. Guide them to the table after they are properly dressed.</p> <p>If there’s kid among the guests</p> <p>“ Dear Sir/Mam, regret to inform you as per our restaurant policy, we do not allow young ones below 10 YO.” Then “Would you like to come at tomorrow lunch instead? We would prepare the floor only for you and family, also during the day would be more convenient for the kids as the dinner is taking 3 up to 4 hours to finish. I trust you understand”</p> <p>Move to the reservation if they agreed</p> <p>Always make sure the lunch day you offer still have no bookings from other guest.</p>
Serve welcome drink	<p>Explain welcome drink, ask the guest whether they are able to drink alcohol or not.</p> <p>“Excuse me Sir/Mam, are you okay with alcohol for your welcome drink?”</p> <p>Serve mocktail if they are not able with alcohol.</p>
Explain the	Explain the menu as per detailed

menu	
Serve aperitif	Explain aperitif menu one by one
Guide them to their table	<p>“This is your table Sir/Mam, please have a seat”</p> <p>Help them to pull the chair</p> <p>Provide the bag stand if the guest brings a bag!</p>
Unfold the napkin	<p>“Excuse my reach”</p> <p>Put the napkin on their thighs</p>
Set up the table	Light up the candle, prepare for handwash ceremony and sharing plate
Offer the guest water	<p>“Sir/Mam, would you like to start with sparkling/still water?”</p> <p>If sparkling water offer them with lime</p> <p>“Would you like to add lime into your sparkling water?”</p> <p>Always make sure the guest water goblet must never be empty during the dinner!</p>
Handwash ceremony	<p>Prepare all the items</p> <p>Golden cup,water,rose essence,rose petals, and oshibori</p> <p>“Good evening (mention the guest name) my name is (introduce yourself) before you start your dinner here we have handwash ceremony and wishing you to have wonderful evening with us. May i wash your hands? Please use the towel to dry your hands, thank you”</p>
Welcome drink	<p>Mixologist will be performing in front of the guest.</p> <p>In case the welcome drink that’s served is sparkling wine, prepare the wine and the glass, explain to the guest about the wine and then pour it.</p>
Pickles & Aperitif	<p>Always make sure to the team about the dietary restrictions and food allergy of the guest.</p> <p>Serve the pickles and the aperitif snak</p> <p>Explain to the guest clearly and confidently</p> <p>Wait until it’s finished, clear up the table and then set up the</p>

	table
Taking order	<p>Prepare all the items</p> <p>Menu, Wine menu, Beverage menu, Pen, and Captain order</p> <p>Come to the guest table and introduce yourself</p> <p>“Good evening (mention the guest name)</p> <p>My name is (mention your name) I will be your waiter for tonight. These are the menu (pass to the guest) , wine and beverage list (put on table). I would like to explain about the food, for dinner we provide 7 or 9 course. For the 7 course, you may select one between (mention the food between the OR) but for the 9 course you will get all from the appetizer to main course, you only need to choose one between the dessert selections. I will let you to discuss the selection and will be back in 5 min, thank you”</p> <p>Back to the guest table</p> <p>“Have you decided what would you like to order Sir/Mam?”</p> <p>Note all the order on the captain order and repeat to avoid the mistaken order</p>
Dinner Session	<ol style="list-style-type: none"> 1. The floor must not be empty of staff or trainee 2. Keep attention to the guest water or wine glass, must not be empty 3. Be very well attentive to the guest’s dinner session, the course, check captain order carefully, to fire the next food or the pairing. Always double check! 4. Keep attention to the guest plate, clear up after they finished chewing the food 5. Prepare the cutleries properly, avoid making noisy sounds 6. Double check the food before it’s served to the guest

	<p>(dirt,ant or anything else that should not be there)</p> <p>7. Be attentive if the guest didn't finish teh food, don't hesitate to ask if there's something wrong with the food</p> <p>8. Tidy up the napkin when the guets leaving the table to washroom. Fix the chair</p> <p>9. Offer more bread</p> <p>10. Crumbling down the table if necessary</p> <p>11. Clear up dirty glass, dirty bread condiments</p> <p>12. Serve warm towel with mignardise</p> <p>13. Offer taxi driver (it it's a bit late, ask them earlier)</p> <p>14. Always carry tray with both hands</p> <p>15. Serving new napkin when the napkin is too dirty or fall to the ground</p>
Offering during dinner	<p>A new water bottle "Pardon Sir/Mam, would you like to have/open another bottle?"</p> <p>Another bread "Pardon Sir/Mam, would you like to have a new warm bread?"</p> <p>Taxi driver "Pardon Sir/Mam, would you need us to arrange you a taxi to your hotel?"</p>

Table 2. Service job desk during preparation

During Preparation	Notes
<p>1. Unplug the LED plant lights (pillars put in the hallway near the pantry, for the lights put on cardboard boxes in the pantry)</p> <p>2. Take the cutleries in front of the hot kitchen</p> <p>3. Take the Sharing Plate and B&B Plate on the steward (put it on the cave / table near the private</p>	<ul style="list-style-type: none"> • The male toilet AC remote is in his toilet drawer • Osshibori and chopstick boxes are in the pantry • Cover wine glass that

<p>dinner)</p> <ol style="list-style-type: none"> 4. Take a laptop + iPad + cell in the office (ALWAYS CHECK IPAD AND HANDPHONE BATTERY) 5. Dry polish / wet glass wine polish (if it's done, cover with white napkin) 6. Wet polish water goblet / wine glass (take at the bar) 7. Laundry comes check and recalculate the goods (note of love to the office) 8. Prepare table cloth (iron for white, spray water for blue) 9. Set up the table 10. Check and fold Osshibori 11. Check and fold face towel 12. Check napkin and always iron before folding / rolling 13. Check stock Equils (check list is in the pantry) 14. Check candle stock 15. Check stock rose petals & essence 16. Check the captain's stock order, guest comments, and laundry list (print when finished) 17. Check tables and chairs, make sure they are neat, aligned, and nothing is rocking 18. Check ADC Machine battery 19. Check the speaker battery for girl toilets 20. Spray deodorizers / insect repellents 21. Clean if there are dead insects 22. Tidy up the cupboard near the pantry if it's a mess 	<p>has been polish with a new napkin</p> <ul style="list-style-type: none"> • Wine glass / water goblets from bars must be wet polish
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Table 3. Service job desk before restaurant opens

Before restaurant opens	Notes
<ol style="list-style-type: none"> 1. Double check tables, chairs and table set up. Make it nice! 2. Open napkin on wine glass 3. Play song for restaurant (iphone) 4. Prepare the HT on the pass and make sure it is connected to the kitchen 5. Turn on AC, Water Purrrifier, and lights in restaurants, girls & boys' toilets 6. Make sure the guest toilet is ready. Faucet, soap, lotion, tissue, face towel and speakers (girls toilet) 7. Make sure there are no insects or flies around the restaurant 8. Make sure napkin is in full drawer (10 white and 2 black) 9. Prepare 2 white napkins on the pass 10. Prepare a minimum of 3 ballpoints on the pass 11. Prepare hand wash bowls 	

Table 4. Service job desk when restaurant close

Closing	Notes
<ol style="list-style-type: none"> 1. Clear up table used (wine glass / water goblet put on the bar) 2. Install LED lights for plants 3. Calculate laundry service, bar, and kitchen (put it in a cloth bag, take it to the top cave) 4. Turn off AC, Water Purrrifier, and lights in restaurants, girls 'and boys' toilets 5. Take the speaker in the girls toilet, put it in the 	<ul style="list-style-type: none"> • Closing time depends on the guest

<p>drawer pass</p> <ol style="list-style-type: none"> 6. Cover wine glass with white napkin 7. Turn off the stand lamp at the restaurant 8. Check Equils (in the pantry) 9. Check rose petals 10. Turn off restaurant song 11. Charge HT 12. Save laptops, iPad, and cellphones in the office 13. Turn off all restaurant lights 14. Lock the restaurant and give it to security 	
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3.2.2 Pastry Kitchen

1. Preparing and making dessert “Getug 5.0”

Getug is made from cassava that we steam then mashed until it smooth. Adding cream and butter to make the texture is like paste so its easy to shape it into ravioli skin. There’s spherical kinca for ravioli filling, made from brown sugar that infused with jackfruit or banana instead. Other condiments is using kenari biscuit crumble, peanut butter ice cream and coconut milk foam. Last touch is grated smoked coconut.



Picture 13. Spherical Kinca & Getug 5.0 (Personal Documentation,2020)

2. Make 7-10 types of mignardise Sambiki, Kue Ku, Lapis Legit, Ting-ting, Pate de Fruit, Chocolate Pralines/Bonbons, Nagasari, Lepet Jagung, Ongol-ongol, Putu.
 - 2.1 Sambiki : its a pumpkin cake from Manado, underneath with kenari sable topped with milk & honey gel and passion fruit tuil for crunchy texture.
 - 2.2 Kue Ku : made from red bean paste that glazed with red glaze.
 - 2.3 Lapis Legit : spiced layers cake, infused with several spices.
 - 2.4 Ting-ting : made from peanut mixed with caramel then shape it into ball and coated with rice crispy or sesame seeds.
 - 2.5 Pate de Fruit : local gummy made from passion fruit juice and cover it with caster sugar.
 - 2.6 Chocolate pralines/Bonbons : tempered chocolate with raspberry and kecombrang ganache for filling.
 - 2.7 Nagasari : made from rice flour and stuffed with banana then wrapped in banana leaves. And steam before serving.
 - 2.8 Lepet Jagung : grated coconut and corn. Wrapped in corn leaves and steam before serving.
 - 2.9 Ongol-ongol : jiggly brown sugar infused banana and pandan leaves for aromatic. Add some grated coconut on top.
 - 2.10 Putu : it's made from rice flour that put some sliced/grated brown sugar in the middle so its melt inside when it steamed.



Picture 14. Mignardise : Nagasari, Pralines, Sambiki, Kue Ku, Ting-ting
(Sanjaya,2020)



Picture 15. Making Pralines & Nagasari (Personal documentation,2020)



Picture 16. Mignardise : Nagasari, Ting-ting, Ongol-ongol, Pralines
(Personal documentation,2020)

3. Make Occasion cake/ Mousse Cake



Picture 17. Occasion Cake (Personal documentation,2020)

4. Shaping BLANCO's cultured butter



Picture 18. Cultured Butter (Personal documentation,2020)

5. Making Sourdough and Foccacia bread

5.1 Sourdough : mixed with raisins, fried shallot and garlic.

5.2 Foccacia : mixed with fried shallot and garlic.



Picture 19. Sourdough & Foccacia (Personal documentation,2020)

6. Prepare dipping for bread

The dipping is Singaraja dipping and coconut oil. Singaraja dipping its made from fermented palm juice which is taken and produced in Singaraja, North Bali. Bread and Amouse Bouche served together after pickles.



Picture 20. Bread, Butter, Amouse bouche, Singaraja dipping (Personal documentation,2020)

7. Make ice cream and sorbet.

7.1 Calamansi Sorbet : made from calamansi juice, serve with rosella water, mango gel, and orange supreme. With sprinkles of sea salt to balance the taste.

7.2 Ice Cream (for Getug 5.0) : Peanut butter



Picture 21. Calamansi Sorbet (Sanjaya,2020)

3.2.3 Cold Kitchen

1. Prepare for pickles

Structurally there are 3 types of pickles served at BLANCO. But it can change at any time depending on the available material and creativity from the chef.

1.1 Rujak : pineapple jelly for rujak skin, filled with fine diced granny smith apple and young mango,baby radish, and red chili brunoise. Tamarind and mango gel on top.

1.2 Plecing Long Bean : very tender long bean marinated in gochujang sauce that mixed with rice vinegar.

1.3 Kolang Kaling : palm fruit marinated in rice vinegar,sake, and mirin.

1.4 Nappa Cabbage : nappa cabbage pickled with vinegar,salt,and sugar.

Added fine diced red chili.

1.5 Urap Long Bean : long bean with (slightly) spicy peanut sauce.

1.6 Pickled Kyuri : sliced kyuri pickled in vinegar,salt, and sugar. Added fine diced red chili.

1.7 Pickled Seaweed : pickled seaweed in vinegar,salt, and sugar



Picture 22. Rujak (Personal documentation,2020)



Picture 23. Plecing Long Bean (Personal documentation,2020)

2. Make courses BLANCO Asinan, Red Beet-Alphonse Lavallee, Yellow Fin Tuna Gohu & Hotatei Scallop.

2.1 BLANCO Asinan/ Tiger Prawn Asinan : it's a fruit salad. From tropical assorted fruit such as young mango,snake fruit, star fruit, sliced baby radish, and granny smith apple. Served with chili and cashewnut sauce. Also cashewnut crumble. Yellow cracker for crunchy texture.

2.2 Yellow Fin Tuna Gohu style : is fish ceviche ala Ternate. Sliced tuna served with romaine lettuce with coconut dressing and nato aioli sauce. Nori crackers and fish bone for crunchy texture and sliced lime to refreshness. Last is Gohu sauce, made from soy sauce,brown sugar,lime,red chili,shallot,chives and calamansi juice.

2.3 Hotatei Scallop : raw scallop served with papinyo dressing made from calamondin and kenari. Kenari crumble on top and add apple and cucumber granita to give more refreshness.

2.4 Red Beet-Alphonse Lavallee : sliced beetroot salad and sliced jicama with coconut cream fraiche espumas and tamarind extract.



Picture 24. Scallop Carpaccio with Papinyo Dressing (Personal documentation,2020)



Picture 25. Yellow Fin Tuna (Personal documentation,2020)



Picture 26. Tiger Prawn Asinan & BLANCO Asinan
(Personal documentation, 2020)



Picture 27. Red Beet-Alphonse Lavalée (Personal documentation,2020)

3. Cutting tuna fish.
4. Prepare Gohu Sauce, Coconut Sauce, Nato Aioli (made from black garlic and native bean undis. Only in Bali).



Picture 28. Native Bean Undies and Black Garlic (Personal Documentation,2020)

5. Shapping romaine lettuce.
6. Prepare Papinyo dressing for Hotatei Scallop.

7. Prepare apple and cucumber granita.
8. Go to Hars Garden to buy edible flower/garnish.

3.2.4 Entree Kitchen

1. Prepare for aperitif

Structurally there are 3 types of pickles served at BLANCO. But it can change at any time depending on the available material and creativity from the chef.

1.1 Mushroom Semprong : braised mushroom with palm sugar then put it on mini taco made from rice flour.

1.2 Rempeyek : made from rice flour serve with garlic aioli and capsicum powder.

1.3 Karedok : raw salad traditionally from Jakarta, crispy spinach on the base spread with garlic aioli. Crumble with cashewnut and put sliced raw long bean.

1.4 Tahu Isi : crispy stuffed tofu with vegetable.



Picture 29. Aperitif & Pickles (Husin,2020)



Picture 30. Aperitif Tahu Isi & Rempeyek (Resva Conita,2020)

2. Make kuah asam for Cuttlefish Sayur Asam.
3. Prepare garnish and condiments such as chili oil, parsley oil.
4. Make purees carrot puree, potato and spinach puree, and aubergine puree
5. Prepare ravioli skin for Rock Lobster/King Prawn menu.
6. Cut vegetable jicama, chayote, cherry tomato, asparagus, leeks, ginger torch, melinjo leaves, jackfruit, and cucumber.
7. Make chicken liver mousse and gudeg jackfruit.
8. Make filling for ravioli (sea urchin, kalio paste, sourdough, and chopped lobster/prawn).



Picture 31. Ravioli filling (Personal documentation,2020)

9. Prepare kalio curry liquid to make foam/espumas.
10. Make potato confit and tomato salsa for Octopus menu.
11. Make sambal rica.
12. Make brenebon emulsion.
13. Make parsley aioli cream.
14. Make mushroom tuile.
15. Make Binthe/ corn soup for vegan menu.



Picture 32. Vegan Amouse Bouche – Binthe/Corn Soup
(Personal documentation,2020)

3.2.5 Hot Kitchen

1. Prepare any kin of sauce that will be use for plating or fire beetroot,maranggi,kalasan, and buntil sauce.
2. Responsible for all protein.
3. Cut meat and duck.
4. Sear meat and duck.
5. Braising duck.
6. Prepare clams for Red Snapper menu.
7. Making and shaping round thin cuttlefish.
8. Aging meat and duck.



Picture 33. 3 Days Butter Aged Wagyu (Personal documentation,2020)

9. Make roasted pineapple with star anise dressing and grilled baby corn when its fire.



Picture 34. Star anise dressing (Personal documentation,2020)

10. Grill leeks, asparagus, ginger torch, and fern leaves.
11. Make wrapped red snapper with buntill sauce then grill when its fire.
12. Smoke and grill octopus when its fire.
13. Roasting veggies.

3.2.6 Administration

1. Received a call from the supplier.
2. Receive a call when there is a reservation.
3. Take care of grocery, laundry and other bills.

4. Recap purchasing data.
5. Make receipts for wine purchases or other purchases that require receipts.

Standard Operating Procedure ‘Taking Reservation by Phone’

Table 5. Standard Reservation Procedure by Phone

Procedure 1	Greeting “Good morning, Blanco par Mandif Restaurant” Always make sure you are ready with equipment & tools
Procedure 2	Always ask the caller’s name “May I know who am I speaking with?” Once you know their name use it at least 2 times during the conversation
Procedure 3	Offer them your assistance “Alright Mr. Warner how may I assist you?”
Procedure 4	Always take reservation details according to our standard <ul style="list-style-type: none"> - Guest name - Number of guest, “For how many people should I book for you?” - Reservation time, “For when should I make this booking and what time?” - Contact details, “May we have your email address for sending the confirmation email?” “Thank you, may we have your contact number as well?” - Food preference, “Do you have any dietary restriction or allergies that we should be aware of?” - Special occasion, “Do you have any special occasion for that day?”
Procedure 5	Always explain our restaurant policy and the information to secure the booking. “Mr warner, i would like to inform

	you that we have smart casual dress code therefor no flip flop,swimwear, and singlet are allowed to our restaurant, i trust you understand. And to secure the booking, please follow the link on the confirmation email that's sent to you.”
Procedure 6	Always repeat the reservation details to avoid error. “Let me repeat your booking details once again, (and repeat the details)”
Procedure 7	Always bidding farewell with our standard, “Mr. Warner, is there anything else that I could assist you? Well, thank you very much for making this reservation with us and have a nice day/evening.”

3.2.7 Bar Section

1. Setting coffee machine and grinder.
2. Checking stock for soft drink,ginger ale,tonic water,and soda water.
3. Check stock condiments in the chiller.
4. Check ice cube stock in the kitchen freezer.
5. Prepare for beverage pairing (if there is a reservation for the beverage pairing).
6. Prepare garnish like orange,cucumber,granny smith apple,lemon, and local basil or kemangi.
7. Make infused rosella water if its out of stock.
8. Prepare betroot sauce for Aged Smoke Duck pairing.
9. Welcoming the guest when entering the bar.
10. Make welcome drink for the guest (when the guest entering the bar).
11. Explain beverages to the guest.
12. Prepare wet and warm towel.
13. Dry or wet polish cocktail glass and coffee cup.
14. Prepare ice cube, take it in the kitchen freezer.

15. Make coffee and grinding coffee bean (if the guest ordered for coffee).
16. Washing wine glass, water goblet, coffee cup, and cocktail glass after used.
17. Turn on bar music using Iphone bar.



Picture 35. Beverage pairing for Aged Smoked Duck menu
(Personal documentation,2020)

3.2.7 Dapur Express ID or DEX.com

Dapur Express is Chef Mandif's project which sells a variety of regional specialties and dessert by offering delivery services without a minimum order with a predetermined shipping fee. The menu offered could be an additional menu from the regular menu or there are changes depending on consumer demand, fresh ingredients available, and from Chef Mandif himself. This project was carried out in the kitchen of Teatro Gastroteque where it is a French-Asian fusion restaurant owned by Chef Mandif in collaboration with Chef Millian. Located in Seminyak, Kuta-Badung, Bali. D-1 order system of ingredients purchased and

dishes made according to the order list, except for the basic ingredients that are always used.

Nasi Campur		Aneka Lauk	
Nasi Bebek Goreng 47,- 1/4 bebek goreng paha/dada + nasi + keremes + tempe tahu + sambal bawang/terasi + Laukar kacang + kuah ungkep.		<i>Sate</i>	
Nasi Ayam Pejantan Komplit 42,- 1/4 Paha/dada + nasi + keremes + tempe tahu + sambal bawang/terasi + Laukar kacang + kuah ungkep.		Harga untuk 6 tusuk sate	
Additional		Sate Tusuk Ikan Marlin 39,- Dengan sambal rica rica.	
Extra Sambal 5,-		Sate Lilit Ikan 39,- Dengan Sambal Matah	
Kerupuk 5,-		Sate Ayam Asin (Khas) 28,- Dengan sambal rebus jeruk kalamansi, Pedas dan segar.	
Urah Sayur 9,-		Sate Lilit Ayam 30,- Dengan sambal matah, Bisa dipesan tingkat kepedasanmu.	
Perkedel Jagung 9,- (2 potong)		Sate Kambing 60,- Dengan bumbu kecap.	
Nasi Putih 7,-			<i>Soto</i>
Atam Ikan Marlin, Ayam Rendang dan Durian sticky rice. Namun tentu saja mana jainnya tidak boleh untuk diraba			
Lauk Ikan dan Seafood		Lauk Daging	
Ikan Bakar Jimbaran (700g untuk 1-2orang) 93,- 3 macam sambal dan plecting kangkung.		Dendeng Goreng Sapi (80g) 80,- Dengan kentang dan sambal balado.	
Kepting Laut Saus Padang Market Price Masakan kepting yang sangat populer, manis dan pedasnya bikin ketagihan.		Bebek Bumbu RW (1/2 ekor) 70,- Bebek dengan bumbu RW khas Manado dimasak dengan bumbu pangut.	
Kepting Tauge Ikan Asin Market Price Tumis daging kepting dengan kecambah dan saus tiram.		Bebek Betutu (1/2) 70,- Bebek ungkep dengan bumbu Bali yang khas.	
Pindang Tongkol Sambal Merah 35,- Resep dari mama saya, sangat nikmat untuk peneman nasi ditemani sayur asam.		Ayam Pejantan Bakar Rica (setengah/utuh) 60,-/110,- Dengan sambal rica yang pedas dan segar.	
Mangut Lele Asap 28,- Dengan sambal kari asap yang mantap.		Rendang Ayam Merah Kampung (150g) 80,- Kuah rendang yang kental dan kaya rempah. Sangat nikmat dengan nasi hangat.	
Gulai Asam Pade Tongkol 39,- Tongkol asam pedas khas Minangkabau yang sangat terkenal.		Opor Ayam Telur Puyuh Asap (200g) 55,- Dengan telur puyuh yang ditayarkan selama 2 jam.	
Ikan Asin Sambal Pete 28,- Asam sambal petai dan ikan terinya memanggil minta disantap.		Ayam Panyet Goreng (setengah/utuh) 60,-/110,- Ayam ungkep yang di goreng dengan sambal panyet yang mantap dan lalapan segar/matang.	
Ikan Acar Kuning (500g 1 ekor) 60,- Ikan ekor kuning dengan kuah acar yang gurih, asam, segar dan kaya rasa.		Ayam Pejantan Sasak Lombok (600gr) 65,- Ayam panggang khas Lombok dengan sambal bawang yang pedas.	
		Plecing Kecambah/Kangkung 12,- Dengan sambal terasi dan kacang.	
		Tumis Kangkung Teri 14,- Tumis kangkung dimasak. Dengan ikan teri.	
		Singkong Kecombrang 16,- Segar dan mantap dengan bumbu kecombrang.	
		Pakis-Papaya Gano Rica 19,- Tumis daun pakis khas Minahasa, pedas dan lezat.	
		Sayur Lodeh 14,- Resep Mama, sangat nikmat dengan sambal terasi.	
		Daun kelor Santan Labu Kuning 14,- Sayur daun kelor dimasak dengan santan dan labu kuning	
		Sayur Rebus Sambal Ulek 18,- Rebusan dengan sambal ulek yang nikmat.	
		Terong Bakar 14,- Dengan sambal balado/cabai hijau/terasi.	
		Tongkol Asap Saus Rica 35,- Masakan khas kepulauan Maluku, tongkol asap dengan saus rica yang pedas.	
		Udang Bakar Bumbu Bali/Rica/Balado Market Price Udang bakar Jimbaran dengan pilihan bumbu sesuai selera.	
		Udang Goreng Sambal Pete Market Price Pepayahan udang dan sambal pete yang legendaris.	
		Cumi Masak Hitam Pedas 80,- Dimasak dengan tinta cumi hitam, gurih, asin, pedas mesngelora.	
		Gurame Goreng Garing (500g 1 ekor) 65,- Gurame goreng masak garing dengan sambal panyet dan lalapan.	
		Waku Belanga Ikan Kerapu (500g 1 ekor) 65,- Sajian khas tanah Minahasa, sep ikan pedas dan segar.	
		Kesang Rebus Bumbu Kuyit 39,- Kemangi rebus dimasak dengan bumbu kuyit, selada dan gurih.	

<i>Kudapan</i>		<i>Sambal</i>	
Perkedel Jagung <i>Mami dan sayur.</i>	9,- (2 potong)	Sambal Terasi	9,-
Tahu Goreng <i>Dengan bumbu kacang.</i>	8,- (2 potong)	Sambal Pete Teri Ijo	15,-
Tempe Goreng Tepung <i>Enak dan gurih.</i>	6,- (2 potong)	Sambal Bawang	9,-
Tahu Isi <i>Camilan favorit saya, enak dimakan dengan cabai rawit segar.</i>	10,- (2 potong)	Sambal Rica Rica	10,-
Lumpia <i>Lumpia goreng dengan saus sambal pedas.</i>	10,- (3 potong)	Sambal Petai Merah	12,-
Kroket Ayam <i>Kroket kentang dengan ayam ragout yang lezat.</i>	25,- (3 potong)	Sambal Dabu Dabu	12,-
Bak Wan Goreng <i>Garuh dan enak dimakani dengan cabai rawit segar.</i>	15,- (4 potong)	Sambal Matah	10,-
Otak Otak <i>Otak otak ikan terigu dengan bumbu kacang.</i>	25,- (3 potong)	Sambal Ulek Mentah	10,-
Rempeyek	12,-	Sambal Kerecek	15,-
Kerupuk Melinjo	10,-		
Kerupuk Udang	5,-		

<i>Makanan Penutup</i>	
Durian Sticky Rice <i>Jajanan favorit saya ketika berkunjung ke Thailand.</i>	25,-
Kolak Kampiun <i>Singkong manis, biji salak, roti manis, mutiara dan santan.</i>	20,-
Pisang Bakar Gula Kinca <i>Nikmati pisang yang dibakar dengan saus gula aren.</i>	21,-
Bubur Sumsum <i>Bubur sumsum yang lembut dengan taburan gula kelapa.</i>	18,-
Colenak <i>Kue tape singkong dengan nangka dan gula aren.</i>	18,-

Picture 36. DEX Regular Menu (DEX Group data,2020)

Job desk in DEX :

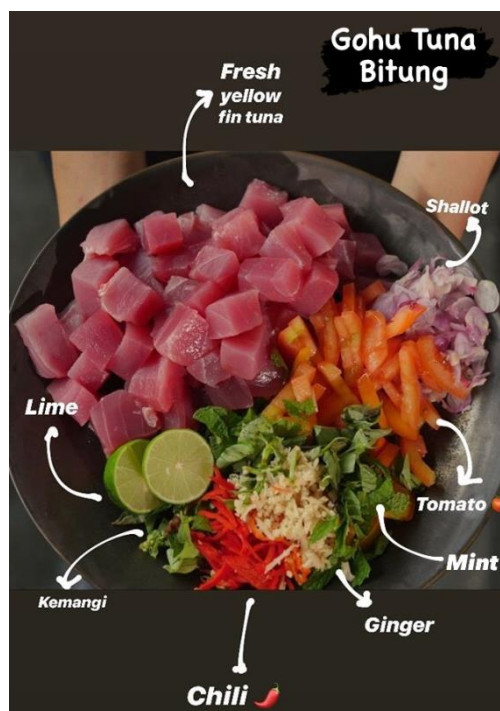
1. Make Sourdough,Foccacia,Doughnut,Pan de Mie,Ciabatta Bread.
2. Make tangzhong.
3. Make levain and give them food to keep it alive and function.
4. Wash and storing fresh raw ingredients including protein that has been bought from the market.
5. Prepare ingredients that will use to cook.
6. Make several kind of sambal or local spicy sauce such as Dabu-dabu,Rica-rica,Matah,Bawang/Garlic shallot,Pete teri ijo,Petai merah,Terasi/shrimp paste,Ulek mentah, and Kerecek.
7. Make 'bumbu' or seasoning from indonesian spices like Mangut, Yellow paste/Bumbu kuning,Red pate/Bumbu merah,White pate/Bumbu putih,Taliwang,Bumbu Rica-rica,Opor,Balado,Rendang.

8. Make Bubur Sumsum, Durian Sticky Rice, Pisang Bakar Gula Kinca.
9. Make chicken and beef stock.
10. Make Sayur Asam.
11. Shaping and wrapping Otak-otak and Krokot.
12. Prepare Bumbu crispy for coating tahu goreng, tempe mendoan, and perkedel jagung before deep fried.
13. Make lumpia with veggies and boiled egg filling.
14. Smoked the catfish/ikan lele for Mangut Lele Asap menu and quail egg/telur puyuh for Opor Ayam menu.
15. Frying dendeng sapi and sprinkle with sea salt.
16. Deep fry smoked catfish before cook in bumbu mangut.
17. Make Opor Ayam.
18. Cut plethora of chili to make sambal.
19. Cut fresh tuna fish for Gohu Tuna Bitung menu.
20. Boiling cassava leaves until tender to make Singkong Kecombrang menu.
21. Make Kuah Asam Ikan Marlin menu.
22. Make Sayur Lodeh.
23. Blanching papaya leaves and kangkung.
24. Prepare Sate Ayam Asin menu.
25. Cook rice.
26. Storing chicken and duck that already cooked in yellow paste in freezer (vacuum and sealed).
27. Storing smoked catfish and quail eggs in freezer (vacuum and sealed).
28. Storing Marlin Fish in freezer.
29. Storing all bumbu/seasoning and sambal in freezer. Except sambal that must be made fresh.
30. Make gula kinca from brown sugar infused with nangka/jackfruit or durian.
31. Packing all ordered menu that ready to send.
32. Inventory control.
33. On the floor/closing.

34. Delivering order to the customers.



Picture 37. Nasi Bebek Goreng menu (Personal documentation,2020)



Picture 38. Gohu Tuna Bitung (DEX Instagram Story,2020)



Picture 39. Durian Sticky Rice dessert menu (Personal documentation,2020)



Picture 40. Sourdough Bread (Personal documentation,2020)



Picture 41. Doughnut (Personal documentation,2020)



Picture 42. Various kind of bread (Personal documentation,2020)

3.3 TRAINING ACTIVITY AND PERFORMED

3.3.1 Pouring wine to the guest

When two staff do ENT and they open the bottle



Picture 43. Pouring Riesling Wine (Tasya,2020)

3.3.2 Wine & beverage training by staffs (Sommelier & Mixologist)



Picture 44. Wine Training by Sommelier (Personal documentation,2020)



Picture 45. Chardonnay 2018 from Chile (Personal documentation,2020)

3.3.3 Making bread on DEX Project



Picture 46. Making Doughnut & Sourdough bread (Chef Mandif's Instagram Live Story,2020)

3.4 PROBLEM FACED AND SOLVING

In every field of work there must be a problem that occurs from human resources, technology, and externally. Differences in the character of each person, background, and emotional that must be adjusted to each other in the work environment really requires good communication.

3.4.1 People Character :

Different background and the way of thinking sometimes it makes others feel very helped and some are even more annoying. In every job there is always a trouble maker, people who always make problems and are difficult to give advice. So, fellow teammates always have pluses and minuses, it's just that we have to be good at understanding every human character and backup each other.

3.4.2 Perspective :

Develop or not depends on how we perceive and respond to a thing. if the perspective is bad then for the future it could just be stuck at that point. Usually based on fear of being rivaled by others. How to deal with this kind of person and respect them and keep asking for opinions from others.

3.4.3 Miss Communication :

Miss communication is something that often happens in a job and sometimes it leads to a problem. the key is that if something is unclear it's better to ask, that's why communication is number one.

3.4.4 Time Management & Planning :

Time management is very important in planning something. But what is planned can change according to actual conditions. Any problem can occur at the time of implementation, and therefore must calculate the risks that will occur and creativity if something happens.

CHAPTER IV

CONCLUSION

4.1 CONCLUSION

For 5 months undergoing an internship at BLANCO par Mandif, the results obtained were that a restaurant and hotel management system is very different. Concern from the company has an impact on the student interns, so it is preferred to have a high sense of care. The staff's concern for trainee students is very high, even they teach how to be right and are happy to share their knowledge and they are friendly and humble. It can be said that there are many differences in terms of the theory, because the real situation is far in need of simple but precise thinking based on logic and reality. Teaches how to take steps to deal with situations in order to keep producing, for example like the DEX project that Chef Mandif did with Resva Conita (BLANCO's Operations Manager), because the hospitality world has many opportunities to make money and hone passion.

4.2 SUGGESTION

4.2.1 For trainee student:

- 1.** Increase knowledge about F&B and cooking techniques, because creativity and innovation are needed in this industry.
- 2.** Good at keeping healthy and immune to the effects of working hours.
- 3.** Be an active student in order to improve social skills and learning.

4.2.2 For BLANCO par Mandif :

- 1.** Needs a little makeover in the kitchen and restaurant area

4.2.3 For Ottimmo :

- 1. More teach basic culinary and cooking methods**

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APPENDIX

BLANCO's Menus



Picture 48. Coco-Husk Grilled Octopus
(Wulan,2020)



Picture 49. Crab Saus Padang –
Valentine Special Menu
(Personal documentation,2020)



Picture 50. 10 days Aged Smoked Duck



Picture 51. 3 days Butter Aged Wagyu
(Personal documentation,2020)



Picture 52. Quail Kalasan
(Personal documentation,2020)



Picture 53. Red Snapper Bakar
(Personal documentation,2020)



Picture 54. King Prawn
(Personal documentation,2020)



Picture 55. Octopus with
Taliwang Sauce
(Personal documentation,2020)



Picture 56. Squid Curry
(Personal documentation,2020)



Picture 57. Spring Calamari
Bumbu Hitam
(Personal documentation,2020)



Picture 58. Cuttlefish Sayur Asam
(Personal documentation,2020)



Picture 59. Fish Liver with Salad
(Personal documentation,2020)



Picture 60. Snapper Kuah Asam
(Personal documentation,2020)



Picture 61. Octopus with Moringo
Sauce
(Personal documentation,2020)



Picture 62. Prawn Binthe
(Personal documentation,2020)



Picture 63. Oyster & Scallop
(Personal documentation,2020)

Table 6. BLANCO par Mandif Menu & Price

<p>ADIBOGA</p> <p>PICKLE</p> <p>APERITIF</p> <p>AMUSE BOUCHE</p> <p>BLUE SWIMMER CRAB</p> <p><i>Tomato Caviar, Muscat Grapes, Cultured Coconut</i></p> <p>Matua Sauvignon Blanc, 2017, Marlborough New Zealand</p> <p>YELLOW FIN TUNA</p> <p><i>Nato Undis, Gohu, Tomato</i></p> <p>Tequila Silver, Pomelo, Almond</p> <p>CUTTLEFISH SAYUR ASAM</p> <p><i>Chayote, Tomato, Tamarind Broth, Melinjo Leaves</i></p> <p>Gin, Lesser Galangal, Lemon, Kemangi</p> <p>QUAIL KALASAN</p> <p><i>Chicken Liver Mousse, Gudeg Jackfruit, Cucumber</i></p> <p>Gnarly Head, Merlot, 2016, California, USA</p> <p>AGED SMOKED DUCK</p> <p><i>Tamarind & Beetroot Sauce, Pineapple, Maize</i></p> <p>Bourbon, Amaretto, Beetroot, Tamarind, Lemon</p> <p>AGED WAGYU BEEF</p> <p><i>Bumbu Rica, Maranggi, Smoked Aubergine</i></p> <p>D’Arenberg “The Footbolt”, 2016, McLaren Vale, Australia</p> <p>GETUG 5.0</p> <p><i>Ice Cream, Palm Sugar, Grated Coconut</i></p> <p>Blended Malt Whisky, Surabi Gum, Lemon</p> <p>MIGNARDISE</p> <p>Courses/ with Beverage Pairing</p> <p>IDR 1,500,000 / IDR 2,700,000</p> <p>(\$ 104 / \$ 187)</p>
<p>VEGETARIAN</p> <p>PICKLE</p> <p>APERITIF</p> <p>AMUSE BOUCHE</p> <p>BLANCO ASINAN</p> <p><i>Seasonal Fruit and Vegetables, Cashew Nut Sauce</i></p> <p>Gin, Rye Wishky, Ricotta & Chamomile Vermouth</p> <p>PAPINYO</p> <p><i>Calamondin and Kenari Dressing, Cucumber Granita, Romaine</i></p> <p>Matua, Sauvignon Blanc, 2017, Marlborough, New Zealand</p> <p>RED BEET-ALPHONSO LAVALLEE</p> <p><i>Bedugul Farm Red Beets, Tamarind Extract, Crème Fraiche Espumas</i></p> <p>Vodka, Bianco Vermouth, Beetroot, Tamarind, Chamomile elder foam</p> <p>TOMATO SAYUR ASAM</p> <p><i>Chayote, Cherry Tomato, Roasted Jicama, Tamarind Broth</i></p>

Gin, Tomato, Lemon, Peach Schnapps

SAYUR LODEH

Dumpling Skin, Roasted Roots, Melinjo Leaves Coconut Kalio Curry

Louis Latour “Chameroy”, Chardonnay, 2016, Macon-Villages, France

SMOKED AUBERGINE – MUSHROOM MELANGER

Leeks, Asparagus, Torch Ginger-Coconut Sauce

D’Arenberg “The Footbolt”, 2016, McLaren Vale, Australia

GETUG 5.0

Ice Cream, Palm Sugar, Grated Coconut

Blended Malt Whisky, Surabi Gum, Lemon

MIGNARDISE

Course / with Beverage Pairing

IDR 850,000 / 2,050,000

(\$ 59 / \$ 142)

PESCATARIAN

PICKLE

APERITIF

AMUSE BOUCHE

HOTATEI SCALLOP

Papinyo, Calamondin and Kenari Dressing, Cucumber Granita

Vodka, Secco Vermouth, Apple, Tomato

YELLOW FIN TUNA

Nato Undis, Gohu, Tomato

Tequila Silver, Pomelo, Almond

CUTTLEFISH SAYUR ASAM

Chayote, Tomato, Tamarind Broth, Melinjo Leaves

Gin, Lesser Galangal, Lemon, Kemangi

OCTOPUS

Black Bean Brenebon, Parsley, Potato

Tequila Reposado, Cucumber, Cilantro, Cilantro, Calamondin

RED SNAPPER

Remis, Buntill, Teri Medan

Louis Latour “Chameroy”, Chardonnay, 2016, Macon-Villages, France

ROCK LOBSTER

Sea Urchin, Curry, Kemangi

Matua, Sauvignon Blanc, 2017, Marlborough, New Zealand

GETUG 5.0

Ice Cream, Palm Sugar, Grated Coconut

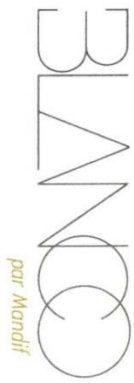
Blended Malt Whisky, Surabi Gum, Lemon

MIGNARDISE

Courses/ with Beverage Pairing

IDR 1,500,000 / IDR 2,700,000

(\$ 104 / \$ 187)



This is to certify that

Sri Dewi Sekarwangi

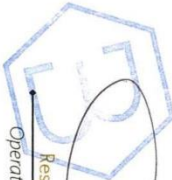
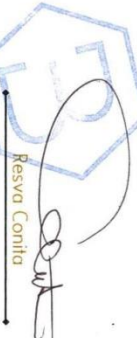
has successfully completed the internship program as
a Waitress & Commis

From 3rd February 2020 – 30th June 2020

Bali, 30th June 2020



Mandi Membrano Warokka
Chief Patron



Resva Conita
Operational Manager

Internship Appraisal Form



AKADEMI KULINER & PATISERI
OTTIMMO
INTERNASIONAL
CULINARY ARTS | GASTRONOMY | BAKING & PASTRY ART

INTERNSHIP

PLACE: ~~PRIMA 10~~ STERLING BLANCO PAR MANDIT

First Name DEWI Last Name SEKARWANGI

Review Period/s : Monthly Quarterly Bi-annually Annually Date Joining : _____

Intern's Position : WAITRESS Department : F & B SERVICE
RESVA CO NITA

REVIEW DATE : 2 AUGUST 2020 Direct Supervisor : ON BEHALF OF ANIMSA CHIBR

GRADING FACTORS

1. ORGANIZATIONAL & COMMUNICATION

Staffs Relations

Consistently demonstrates: attentiveness, courtesy and efficient service to other staff.
Creates friendly environment.

3,5

Team Player

Cooperates and works well with others. Enthusiastic, portrays a positive manner and
Works toward the Company's goal/s.

4

Follow -Through

Sees tasks through completion. Finishes work so that next shift is prepared.

3,5

2. CUSTOMERS INTERACTIONS

Customer Relations (*if any)

Consistently demonstrates: attentive, courtesy and efficient service to customers.
Treat customers with Considerations and Respects

3,5

3. PERSONAL PRESENTATIONS

Grooming Standards

Practices and displays proper grooming, personal hygiene and care.

4

Maintains hair and facial hair (*if any) per proper F&B industrial standards

Uniforms

Always wear the proper and designated uniform.

4

4. ON THE JOB & KNOWLEDGE

Dependability

Can be counted upon to do what is expected and required

3.5

Follow instructions and completes work on time with minimum supervision

Work Quality

Work performed according to Chef's standard and on-site work requirements

3.5

All job descriptions specification are met. Consistency in work. All recipes are followed

Work Quantity

Complete the expected amount of work in relation to Company's standards

3.5

Grading Guidelines.

Using the 4 point scale below, fill up the following table:

- 4 - Exceeds expectations
- 3.5 - Somewhat Exceeds Expectations
- 3 - Meets expectations
- 2.5 - Somewhat meets expectations
- 2 - Less than expectations
- 1.5 - Somewhat less than expectations
- 1 - Inadequately short of expectations

Discussions/Notes;

Overall Dewi's performance during Internship Exceed our expectation. She's very fast learner, highly motivated to learn something new and always seek informations that she could use to improve / help her work. She was very outstanding in term of Job knowledge and always complete her job well. Very Cooperative person and also dependable. We could give her task with less supervision, she was also able to handle minor problems / obstacles, however she still need to slightly improve her confidence. She was Capable to do new tasks but she always need a little push from us. For us this was normal with more experiences she will be able to be good leader in the future.
* KEEP IT UP, AND ALWAYS STAY MOTIVATED DEWI! "

PERFORMANCE SUMMARY * to be filled by OTTIMMO International

TOTAL POINTS 33

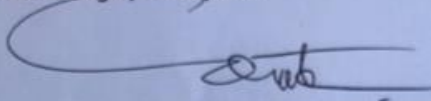
RATING _____

ACTION PLANS FOR DEVELOPMENT NEEDS

1. _____
2. _____
3. _____
4. _____
5. _____

III. SIGNATURES

On-Site Manager/Owner/Chef



Signature & Stamp: Putu RESVA CONITA

Dated 2 AUGUST 2020

The Intern

Signature: _____

Dated _____

OTTIMMO International MasterGourmet Academy

Signature & Stamp: _____
Dept. Head Student Affairs

Dated _____

