

By this internship program all Ottimmo students can do training, enter a new environment/ zone and I think it is necessary.

1.2 INDUSTRIAL TRAINING OBJECTIVES

Industrial training is just same as “tasting” the world of careers and of course career is very important in order to survive in this world. Back to our purpose of having a good education, finding a good place and a good purpose of training are also important.

At first, maybe I go through the internships only because of college obligations. But as I doing the training, I realized how important it is and then I understand it provide a priceless opportunity for all the trainee. Both in the form of knowledge, fondation, insight and network expansion. All are useful as a stepping stone for the future investment, what is gained during the internship will be a foundation of career later on. Therefore, it is important for you to choose a nice hotel or restaurant as our internship place and also remember to keep it in track that it is in line with your future career plans. It's not uncommon if the hotel or restaurant hire former interns as permanent employees after they graduate from college.

By doing an internship program, the opportunity to work with professionals are also open. Including the opportunity to experience the real world of work. This opportunity will also open your mind, about what kind of career you want in the future. Let's think this internship as an test drive before deciding on the right career later.

To have a career, time management is the most simple thing that we often ignore. College life is certainly exciting. But working world stuffs are very different from college stuffs. With internship experience, we are getting used with working hours and work management. Trainee will be able to understand that every minute is valuable, there's also a deadline, do the job with passion, and at some point all of this experience will lead to a good time management skills.

Doing an internship makes us meet people from many backgrounds, including other trainee also. It's important to expand professional network because maybe in the future it helps a lot. With more interaction with professionals and getting references from them too. It might even possible to turn our Chef's into our personal mentor.

1.3 THE BENEFITS OF INDUSTRIAL TRAINING

1.3.1 The Benefits of Industrial Training For Trainee

First of all, this hospitality major itself has already been an advantage for us because human resources were needed in this industry. During the internship process, since the first day trainee has gained a lot of knowledge and as time goes by the knowledge will also increase.

Someone at Shangri-La once said that if you want to be on top, you have to learn from the basics. Well in my opinion it's right because with us down there we must be able to serve and respect others first, and later when we are at the top we still remember to always respect others. Respecting other people isn't only a lesson in kitchen, but a lesson in real life. With doing this intern, really motivates trainee for always giving their best at every task that they were given.

At the end of the internship, all trainees will receive a certificate which declares that the trainee has gone through 6 months of internship, so there is an acknowledgment in the certificate we can use for work later.

1.3.2 The Benefits of Industrial Training For Shangri-La Hotel

Opening a company internship program is one of the efficient methods for recruiting new talents, and testing their ability to work and adapt in the company environment. If seemed successful, the company can offer him permanent employee status.

Later when the apprentice worker has become a permanent employee, then he will be more accustomed to the culture and rhythm of work than new employees brought in from outside. Hiring and guiding apprenticeship workers gives companies the opportunity to hone leadership. The company can form a student to be the ideal employee by guiding them. Does not require high costs for the enthusiasm of the apprentices in working optimally. Opening a company internship program can also be a method of corporate branding and socialization. If the company provides a pleasant work environment for interns, this reputation will spread among other students. Naturally, there will be a great interest in new talent towards the company.

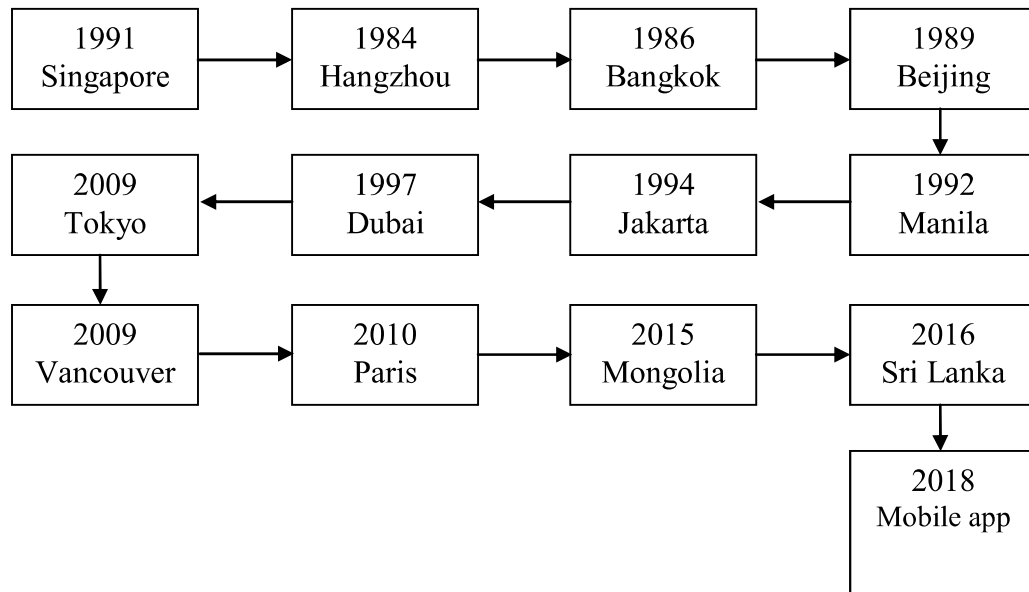
1.3.3 The Benefits of Industrial Training For Ottimmo International

Establishing good cooperation / relations between the University and the company where students are apprenticed. Universities will be known better in the industrial world and they can improve the quality of their graduates through internship work experience.

CHAPTER II
GENERAL DESCRIPTION OF COMPANY

2.1 HISTORY OF COMPANY

Shangri-La Hotels and Resorts (Chinese: 香格里拉酒店) is the trading entity of Shangri-La International Hotel Management Limited, a Hong Kong-based multinational hospitality company. Founded by Malaysian tycoon Robert Kuok in 1971, the company has over 100 luxury hotels and resorts with over 40,000 rooms in 24 countries including Africa, Asia, Europe, the Middle East, North America and Australia. The company's head office is in Kerry Centre, Quarry Bay. Here are the years and locations where hotel was established.



Picture 1. Hotel Establishment
(Personal Documentation, 2020)

Shangri-La has 5 brands across different market segments including Shangri-La Hotels, Shangri-La Resorts, Traders Hotels, Kerry Hotels and Hotel Jen. The 86 of luxury Shangri-La five-star hotels, 3 modern Kery hotels, 10 Jen hotels and 3 business Trader hotels can be found across Africa, Asia, the Middle East, Canada, Oceania and Europe.

Shangri-La is originally named Zhongdian County, was said to be the appanage of Tibet King's three suns. Shangri-la is Dqing Tibetan language, meaning "sun and moon in heart". In 1993, James Hilton's novel-Lost Horizon, describes the peaceful and beautiful land-Shangri-la. They want to make sure their guests feels like in heaven where everything is provide, calm, fun, and good vibes only. Shangri-La Hotel Surabaya opened on 18 January 1995 with 17 floors, 380 rooms, 5 restaurants, swimming pool, horizon club and lounge. The odd rooms number refer to the pool view, while the even rooms number refer to the city view. For the ExComm; Jonathan Reynold as the General Manager of Shangri-La Hotel Surabaya, Kamal Silva as the FnB Manager of Shangri-La Hotel Surabaya, Rudy Junaidie as the Executive Chef of Shangri-La Hotel Surabaya, Ai Nium as the Finance of Shangri-La Hotel Surabaya, and Wayan Pemilia as the Human Resources Development of Shangri-La Hotel Surabaya.

2.2 OVERVIEW

Shangri-La is an international hotel and only have 2 buildings in Indonesia, Jakarta and Surabaya.

2.2.1 Logo



Picture 2. Logo

(Anonymous, 2020)

2.2.2 Location



Picture 3. Shangri-La Map

(Anonymous, 2020)

Shangri-La Hotel Surabaya

Address : Jl. Mayjen Sungkono No.120, Pakis, Kec. Sawahan, Kota SBY, Jawa Timur 60256

Phone number : (031) 60038888

2.2.3 Features of Shangri-La Hotel Surabaya

Shangri-La Hotel Surabaya have 380 rooms. It offer many types of guest room, such as deluxe room, executive, executive suite, residence suite, bali suite, presidential suite, horizon club deluxe and horizon club executive. The difference between the horizon club with the other room is that horizon club is only located at level 12, horizon club guests will enjoy an attentive and personalized level of service with private check-in/check-out in the room, and in the horizon lounge have daily buffet breakfast, afternoon tea, evening cocktails and canapés, computer and internet facilities, private meeting rooms and guests can choose pillows according to their requests. Shangri-La Hotel Surabaya provides many facilities to satisfy the guests, such as:

- Lobby lounge

- Outdoor swimming pool
- Children playground (near swimming pool)
- Aerobics / dance studio
- Health club
- Jacuzzi, sauna, and steam room
- Three floodlit tennis courts
- CHI, The Spa at Shangri-la
- Wi-Fi internet access in all public areas
- Gift shops

Shangri-La Hotel Surabaya has 13 conference rooms and 5 restaurants and 1 bar. Shangri-La Hotel Surabaya's banquet and conference rooms in level 1 have ballroom A, ballroom B, ballroom C and those ballroom can combined into one large room and called grand ballroom. In level 2 there are pelangi 1, pelangi 2, pelangi 3 and nirwana 1, nirwana 2, nirwana 3, and last in level 3 have Madura, Kalimantan, Sulawesi and Sumatera.

Since Shangri-La is a five-star and international hotel, it provides 7 restaurants which each restaurant serve different types of dishes.

a. Jamoo

At this restaurant, every guests in the hotel will enjoy their breakfast. Each day Jamoo serves different menu. On Monday there is chinese cuisine such as yam cha (assorted dim sum), chinese barbecue, fried dim sum, cantonese fried rice, noodles. On Tuesday there will be "Baba Nyonya" Feast , it is a combination of Malaysian, Singaporean and Indonesian cuisines with a little chinese taste. While on Wednesday jamoo serves fried rice, noodles, fried fish, with an additional roast and grill including pork, meat, chicken satay, seafood. Thursday is "Selera Nusantara" time which is an Indonesian traditional cuisines from many popular regions, rotated on a monthly basis. Next, on Friday Claypot night where they provide a

selection of fresh meats, seafood and vegetable cooked in a traditional clay pot. Last but not least, we have taste of Penang on Saturday. Jamoo provides 238 seats in total.

- Location : Shangri-La Hotel Surabaya (Level 1)

- Operational hour : Breakfast 6am – 10am (Mon - Fri)

6am – 10.30am (Weekend & Holidays)

Lunch 12pm – 3pm (Mon - Sun)

À la carte 6am – 10.30pm (Mon - Sun)



Picture 4. Jamoo

(tripadvisor.com, 2012)

b. Shang Palace

This chinese restaurant is lead by a chinese nationality chef and surely every measurement here is measured using the chinese scale. Shang Palace serve fine dining chinese food in family portion. Every Monday Shang Palace is closed for breakfast and lunch, meanwhile it is opened for dinner and held at Jamoo restaurant.

- Location : Shangri-La Hotel Surabaya (Level 1)

- Operational hour: Breakfast 8am - 2.30pm (Sun & Public Holidays)

Lunch 11.30am - 2.30pm (Tues – Sun)

Dinner 6pm - 10.30pm (Tues - Sun)

Monday dinner 6pm – 9.39pm at Jamoo



Picture 5. Shang Palace

(tripadvisor.com, 2012)

c. La Petite

This is a cake shop and of course spealized in bread, cake, pastry, cookies, and chocolate. Some of the breads are donut, beef floss bread, tuna bread. For the cakes, there are fudge cake, mocca cake, cheesecake, blackforest cake, chocolate mousse. Pastries are also available at La Petite, they provide chocolate croissant, twist danish, and cheese stick. Almond cookies, peanut butter cookies, oatmeal cookies, marshmellow cookies, and more.

- Location : Shangri-La Hotel Surabaya (Level 1)
- Operational hour : 8am-10 pm (Mon-Sun)



Picture 6. La Petite

(ulashotel.com, 2019)

d. Nishimura

Nishimura is a very popular Japanese restaurant and it is also offering traditional teppanyaki dishes. At this restaurant you can also enjoy suhi at their sushi bar. It can hold up to 136 guests.

- Location : Shangri-La Hotel Surabaya (Level 2)
- Operational hour : Lunch 11.30am - 2.30pm (Mon - Sun)
Dinner 6pm - 10.30pm (Mon - Sun)



Picture 7. Nishimura

(shangri-la.com, 2019)

e. Sapore Osteria

Sapore is a place where you can savour home-style Italian food, relax with loved ones and always receive a warm welcome, it serve hand-picked Italian dishes made with fresh ingredients, including specialties pizza from wood-fired oven. 84 seats are available here.

- Location : Shangri-La Hotel Surabaya (Level 2)
- Operational hour : 6pm – 10.30pm



Picture 8. Sapore Osteria

(tripadvisor.com, 2012)

f. Desperados Grill and Bar

It is a bar that offered western food and ice-cold margaritas and they have live music every night.

- Location : Shangri-la Hotel Surabaya (Level 1)
- Operational hour : 6pm - 1.30am (Sun - Thu)
6pm - 2.30am (Fri & Sat)



Picture 9. Desparados

(shangri-la.com, 2020)

g. Deluxe Room

This type of rooms are available 304 rooms at Shangri-La



Picture 10. Deluxe Room

(agoda.com, 2013)

h. Executive Room

The quantity of available rooms for this type is 58 rooms, including 11 rooms at Horizon.



Picture 11. Executive room

(shangri-la.com, 2020)

i. Suite room

For this type, it is divided into 4 types which are executive with 13 available rooms (84 m), residence with 3 available rooms (119 m), premiere with only 1 room (187 m), and presidential also 1 room only (208 m).



Picture 12. Presidential Suite

(shangri-la.com, 2020)

2.2.4 Hygiene and Sanitation Standard in Shangri-La Hotel Surabaya

There is hygiene and sanitation in every five-stars hotel including Shangri-La:

a. Cutting board

Every color has different function of cutting, this happens to maintain the hygiene in kitchen, avoid contamination, and away from bacteria that may cause food poisoning. Here are the color and what its function,

White = Ready to eat food

Green = Veggie and fruit

Yellow = Poultry

Blue = Seafood

Red = Meat

b. Hand washing

Out of the kitchen, washing our hand is necessary to prevent from getting virus or bacteria growth in our skin. Same things happen in the Shangri-La kitchen, washing hands are a mandatory everytime we enter the kitchen.

Standard steps of hand washing at Shangri-La Hotel Surabaya:

1. Wet your hands with running water
2. Apply an enough amount of soap on your hands
3. Rub hands palm to palm
4. Rub back of each hand with the palm of other the hand with fingers
5. Don't forget your under nails, rub it also
6. Rub each wrist with opposite hand
7. Rinse hands with water
8. Dry thoroughly using tissue

c. Personal hygiene

Hair standard grooming : Hair must be clean, well-groomed, styled away from face, colors must be of natural hues and appear professional (black, brown, blonde, gray or natural red).

Hair standard grooming for women in kitchen : Must wear hair in a hair net or hats.

Hair standard grooming for men in kitchen: Man Buns, Ponytails and rattails, Faux-Hawk, Mo-Hawk and/or completely shaved heads are not allowed, must wear hair in a hair net or hats

Nails standard grooming : no acrylic, fake nails, or nail polish

Personal Hygiene : not permitted to wear false eyelashes, face, nose, tongue or other visible body piercing must be removed before

commencing every shift, men are not allowed to wear earrings, tattoos must be covered at all time during working hours.

(Sources : missioninn.com, 2018)

d. Illness Guidelines

Table 1. Food Handler’s Illness Exclusions

SYMPTOMS	ACTION	RETURN TO WORK CRITERIA	HEALTH AUTHORITY APPROVAL
VOMITING	Exclude from work	Symptom free for 24 hrs or medical clearance	No, if not a symptom of the six illnesses below
DIARRHEA	Exclude from work	Symptom free for 24 hrs or medical clearance	No, if not a symptom of the six illnesses below
JAUNDICE (Yellowing of Skin and Eyes)	Exclude from work, call manager; notify health authorities	Approval from regulatory authority and: <ul style="list-style-type: none"> • Medical documentation provided • Jaundice for more than 7 days 	Yes
SORE THROAT WITH FEVER	Restrict from food areas	Upon medical documentation	No
INFECTED WOUND OR BOIL	Restrict from food areas	After skin, infected wound, cut or boil is properly covered	No

Food handlers who are diagnosed *Salmonella*, *Shigella*, *Shiga Toxin-Producing E-Coli*, Hepatitis A, and *Norovirus* must directly be excluded and only can return with a written medical approval.

e. General Cleaning

At Shangri-La Hotel Surabaya, everyweek there will be “walkthrough” or usually called general cleaning check. The general manager, executive chef, and hygiene team will check the whole kitchen inside Shangri-La buildings, this action is taken to supervise and monitor all the cleanliness of the kitchen. Starting from food labels on the chiller, floor corners in the kitchen, all cooking utensils to the stove and oven as well are being checked one by one in detailed.

2.2.5 Kitchen Outlet

These are the kitchen outlet at Shangri-La Surabaya :

All kitchen in Shangri-La has their own chiller, freezer, and dry storage. The quantity and size of their kitchen, equipment, and utensil are depends on their needs.

a. Jamoo Kitchen

In this kitchen, sections are divided into 3 parts. First one there is À la carte area and here is where the kitchen staff cooks all the A la carte order which is written on the Jamoo’s menu, the dishes are available not only at Jamoo but also at the Lobby Lounge. Some of their signature dishes are sop buntut, nasi goreng spesial, and classic cheese burger. This kitchen is located on Level 1.

b. Shang Palace Kitchen

Providing all chinese food is their job. Every cuisine that pertain to Chinese food, will be produced in this kitchen. They offer fried wonton, fried shrimp balls, wok styled fried rice, shiu mai, har gow, jian dui, dan tat, cheong fun, glutinous rice ball, char siu bao, etc. Inside the shang palace kitchen, they own a fish room to keep the ingredients all fresh they keep the fish alive in an aquarium. This kitchen is located on Level 1.

c. Baking and Pastry Kitchen

As its name, this kitchen is where we produce all the sweet things. In the beginning of Shangri-La baking and pastry kitchen were not put together but over time they were put together because of the tasks and functions that needed each other. This kitchen is located on the B1 floor where we have to use the elevator access to deliver cake to la petite or guests.

d. Nishimura Kitchen

Nishimura kitchen is located on Level 2, same as sapore kitchen. In this kitchen various type of sushi, teppanyaki, ramen were served. Live cooking was also available, the kitchen staff will cooked in front of the guests.

e. Sapore Kitchen

Producing italian food, from pizza, pasta, steak, salad, soup, etc.

f. Garde Manger Kitchen

Usually called cold kitchen where salad, many types of cheese, pickle, and all non cooked dishes were made. This kitchen is located between the main kitchen and butcher area.

g. Fruit Room

Small sized room with a big chiller, no freezer, and their utensils are only cutting board and knife. This is where we store and cut all the fruits inside the hotel. Located on Level 1 besides the garde manger kitchen.

h. Butcher

Taking a larger wholesale sections of meat, fish, or poultry and break them down into smaller portions or custom cuts which can be transfered to other kitchen in accordance with kitchen needs.

i. Main Kitchen

Main kitchen cooks all the Indonesian and Western food that are ordered in a large amount. Sometimes they are served in the ballroom and sometimes at the Lobby Lounge, depending on the event.

j. Banquet Kitchen

The banquet kitchen is located on Level 1 and its function is to provide chinese food when there is an event in the ballroom, so basically this kitchen is same as shang palace kitchen but the difference is only the quantity of food per portion.

k. B1 Kitchen

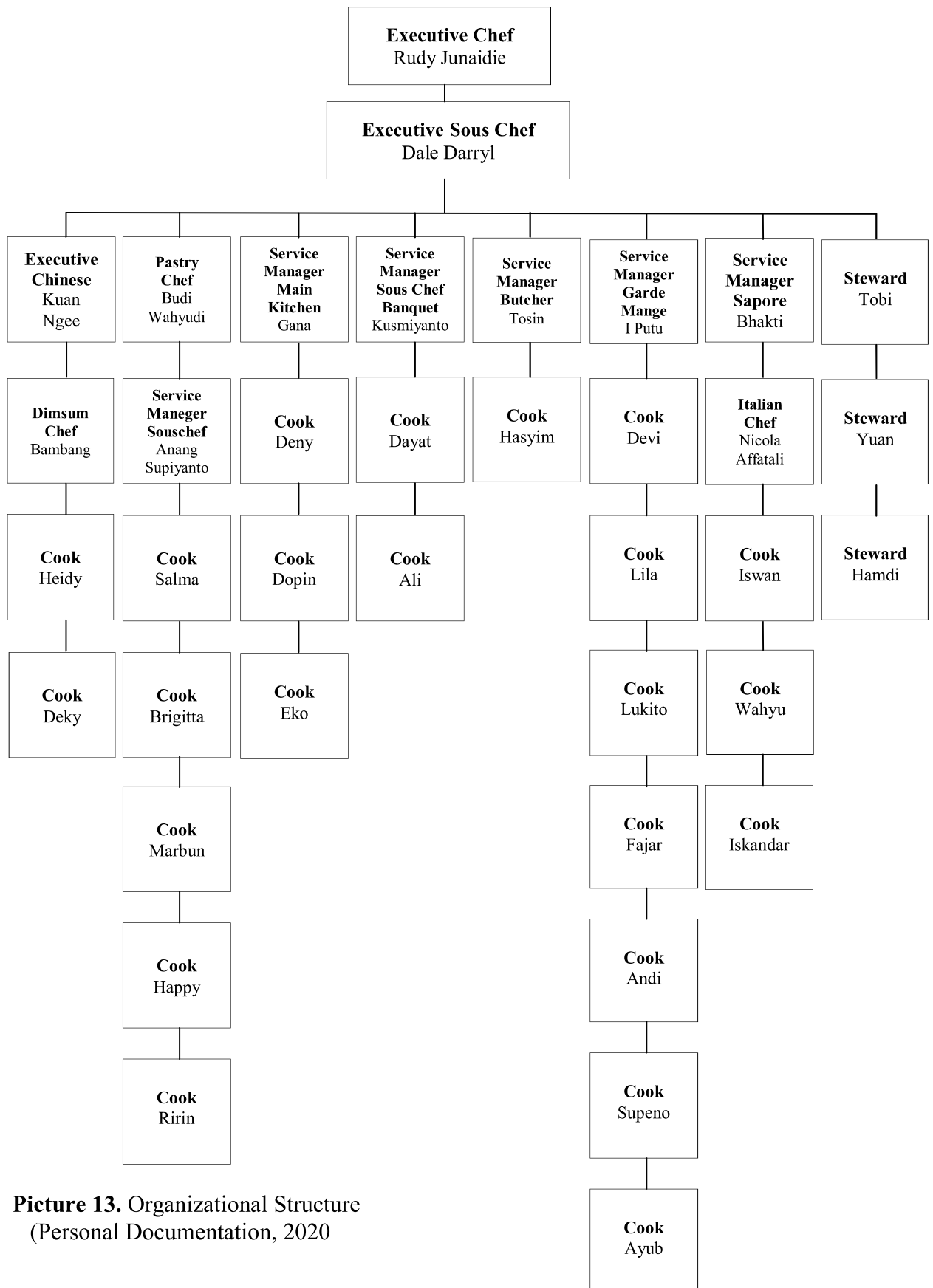
This part is where all the staff's meal is prepared, cooked, served, and eaten. Shangri-La provides canteen for their staff to rest during the recess. It is located on B1 floor.

2.3 VISION AND MISSION

Vision : To be the first choice for guests, colleagues, shareholders and business partners.

Mission: To delight our guests every time by creating engaging experiences straight from our heart

2.3 ORGANIZATIONAL STRUCTURE AND MAIN TASK



Picture 13. Organizational Structure
(Personal Documentation, 2020)

Main Tasks of kitchen department :

1. Executive Chef

- Brainstorming the idea of new recipe, preparing new menu, deciding the presentation of the dish.
- Calculate the food cost.
- Make sure every dish in a good quality.
- Coordinate all kitchen staff to be able working in a group.
- Set a standard performance for all kitchen staff.
- Checking kitchen equipment, utensil, and storage every week regularly (temperature, label, cleanliness).
- Facing guest complain and suggestion.

2. Executive Sous Chef

- Obtain feedback from guest on product quality and service.
- Able to discuss with executive chef regarding some planning.
- Help executive chef about the budget and food cost.
- Ensure food stock in all department makes an end meet.
- Ensure all kitchen staff always in clean uniform which is presentable in the guest view.

3. Executive Chinese

- Able to discuss with executive chef regarding some planning about chinese recipe.
- Operate the chinese restaurant well, act as manager on duty for the department as scheduled.

- Coach the trainee in a timely manner and in accordance with company policy.
- Identify strengths and weaknesses every individual in the kitchen.

4. Dimsum Chef

- Cover and responsible for all dimsum stuff including menu, recipe, and plate presentation.
- Reports directly to executive chinese chef.
- Ensure the ingredients for dimsum are in the right amount.
- Responsible for dimsum stock inside the chiller and freezer.

5. Pastry Chef

- Plant menu of dessert and pastry from scratch.
- Always have an up to date knowledge about pastry arts as well as the ingredients.
- List ingredients that are needed.
- Ensure the kitchen is clean and sanitized at all times.
- Watch over trainee and staff members as necessary.

6. Service Manager

- Help executive chef and sous chef for planning some menu.
- Directing food preparation, cooking, and plating.
- Monitor all cooks and trainee to be able to work in its tracks.
- Arrange by giving direction to cooks on what agenda should be prioritized.
- Order dry or wet ingredients that were already in a small, few days before it is needed.

7. Cook

- Teach trainees on existing menus and new cooking techniques
- If there are items that are out of stock, report directly to the service manager.
- Create schedule for staff and trainee.
- Ensure good quality food.
- Be creative about garnish and plate presentation.
- Maintain the kitchen area cleanliness.

8. Steward

- Ensure the kitchen floor is clean and dry.
- Make sure the kitchen is clean and the equipment is in place.
- Operate the washing machine including clean the plate, bowl, whisk, knife, and cutting board.
- Collect and remove trash.
- Assisting with sweeping, mopping, and washing.