

CHAPTER III
INTERNSHIP ACTIVITIES

3.1 Place of Assignment

During 2 months of internship, the author was placed in Pala Restaurant and Rooftop Bar in the Breakfast Team. The author was assigned to assist the fruit station, but at some days, should be helping the ala carte egg section.

3.2 Job Description and Activities Performed

3.2.1 Job Description

Training period	Working hours	Activities
January 20 th – March 26 th 2020 (Pala Restaurant and Rooftop Bar – Breakfast)	4.00 AM – 1.00 PM (1 hour of break)	Indonesian Station: <ul style="list-style-type: none"> • Pick up items at the Main Kitchen and bring them to Pala Kitchen. • Pick up fruit leftover from the day before to be used (if they are still good). • Pick up napkins for the fruit boxes (at display). • Set up fruit station. • (set up yogurt display) Pick up (plain) yogurt. Fill some of them with blueberry coulis and mango coulis (the coulis on display depend on what we get from pastry kitchen); the number of plain yogurt, blueberry yogurt, and mango yogurt should be equal. Then, put them in chiller display. • Pick up yogurt jar to be filled with new (plain) yogurt and then stored at chiller. • Help other staff to complete their task. • Help in ala carte egg station. • Assist fruit station during breakfast time. • Check and refill fruit bowls and fruit boxes to keep them available. • After breakfast time, do a proper

		<p>closing by cleaning the station and cooling drawers.</p> <ul style="list-style-type: none"> • Store the leftover fruits in the chiller (to be used on the next day). • Group items that needed to be brought to Bojana (staff canteen) and items that will be used again the next day. • List fruits that should be picked for the next day's availability (except banana). • Pick the listed fruits at the main kitchen and keep them in breakfast team's section in the chiller. • Help other staff to prepare items that will be used the next day. • After finished, store the prepared items in the chiller in Main Kitchen (to be picked up the next morning).
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Table 3.2.1. Job Description

3.2.2 Activities Performed

- a. The author picked up items at the Main Kitchen, such as prepared items, cut fruits (watermelon, pineapple, papaya, melon), banana (shouldn't be taken on the day before, but in the morning to avoid ripening), then bring them to Pala Kitchen.
- b. The author picked up fruit leftover from the day before to be used again (if the condition is still good) and napkins to be put as the base of the fruit boxes on display.
- c. The author set up the fruit station by arranging the fruits depend on the size and the color; (as much as possible) the color should be contrast to each other at the surrounding boxes.



Picture 3.2.1. Fruit Station (Personal Documentation, 2020)

- d. The author picked up (plain) yogurt. Fill some of them with blueberry coulis and mango coulis; the number of plain yogurt, blueberry yogurt, and mango yogurt should be equal. Then, put them in chiller display. The author took other yogurt jars to fill them with plain yogurt and stored them (to be used the next day).
- e. The author helped other team members by brought the foods to the buffet table, items that were needed in the hot kitchen section, etc.
- f. The author assisted the fruit station during breakfast time. The author should help the guests to cut the fruit if was asked to, and maintain the availability of the fruits displayed.
- g. The author helps in ala carte egg when the station need help.
- h. After the breakfast time, the author should do a proper closing by cleaning the station and the cooling drawer. Leftover fruits would be wrapped and stored back in kitchen chiller (to be used on the next day). The fruits that were not possibly be used on the next day, would be brought to the staff's canteen.
- i. The author should list fruits that were needed for the next day. The fruits were to be picked up at the Main Kitchen. The fruits would be washed and stored in the chiller in Main Kitchen; together with the items belonged to the Breakfast Team.

These are products produced by the Author during internship:



3.2.2. Slice Fruit (Anonymous, 2020)

This picture is an illustration of what the author did everyday which was cutting food for guest.



3.2.3. Egg Benedict (Anonymous, 2020)

Egg benedict is an egg dish consisted of poach egg put on toasted english muffin and topped with hollandaise and slice bacon.



3.2.4. Poached Egg (Anonymous, 2020)

Poach egg is an egg dish which the egg is cooked outside its shell in boiling water that is mix with a little vinegar. Then the egg was put on toasted english muffin.



3.2.5. Sunny Side Up (Taystar, 2019)

Sunny side up is an egg dish which the egg is cooked on one side only. The yolk still be runny and not broken and the white is set.

3.3 Problem Faced and How To Solve Them

During 2 months of internship at The Apurva Kempinski Bali, the author faces some problems. These were the problems and how the author solved them:

a. Miscommunication

Sometimes, miscommunication happens when the author speaks in different language with the guest. If this happened, the author would ask the guest to talk slower, or to use gestures to communicate. Or, if possible, would ask other staff (either kitchen or service staff) who could speak the language to help with translation.

Sometimes the author faces this when working in a rush. In order to minimize the mistake, the staffs were briefed before working hour, and we asked each other if we misheard or didn't understand.

The author faced miscommunication once when the Front Office (FO) team misinformed the kitchen team about the room occupancy. The FO team mentioned a big number of occupancy (when the actual number was far less) to the kitchen team. As the result, the kitchen team prepared too many items. Therefore, the kitchen team gave some items to other outlet that might need a same item, or reused the item on the next day.

b. Lack of staff numbers

When facing this problem, the every member would work faster and more efficiently to get our task completed. Or, when it was

possible, the author would ask other team member to help. Therefore, we could complete every task we had.

c. Items unavailability

Sometimes, guests asked for a fruit that was unavailable regularly. When this happened, the author would apologize for the unavailability and offered the guest other fruit. Then, the author would ask the person responsible, to ask the Main Kitchen (if possible) to prepare it for the guest at the next day.