

CHAPTER I

INTRODUCTION

1.1. Background

The tourism sector in Indonesia is one of the sectors that generates huge foreign exchange for the country. Supported by geographical conditions, culture, customs, adequate facilities and infrastructure, Indonesia has become one of the tourist destination countries. Bali is one of the backbones of the world of tourism in Indonesia. Bali becomes "*the best foreign exchange giver in tourism*" in Indonesia, this is seen from the number of foreign tourist arrivals and domestic tourists who make Bali as the main destination. The tourists make Bali a major destination because of its cultural customs, arts, beautiful nature, and of course its friendly and polite people. The success of the development of the tourism industry must of course be supported by facilities such as accommodation, a favorable climate and individuals with qualified skills behind the success of welcoming these tourists.

With the rapid development of tourism in Bali, many tourism and hospitality students have made Bali a place to prepare, educate and train prospective skilled and professional workforce in the field of tourism. A skilled workforce is one of the main keys to success in the world of tourism. To support this success, a tourism program was implemented, which is an internship program at each tourism school, both at the vocational level and at the academy leading to tourism.

The reason why the author chose Bali as his internship place is because Bali has its own uniqueness that attracts tourists. The beauty and the uniqueness in terms of culture make Bali as the central of tourist destination in Indonesia. The authors also think that Bali is the perfect place for students who want to apply for internship program and develop their ability.

The author specifically chose Four Seasons because it is one of the best 5-star hotels in Bali. It is a big and popular hotel in Indonesia and in other countries. Another reason is that fs Bali has the best food and service quality pastry in Indonesia with the theme “*Asian Modern Dessert*”.

At the end of the training program, students are obliged to make a report about the activities that have been carried out during the program and the introduction or orientation about the world of tourism in accordance with the department chosen.

In this case, the author got the assignment of a training program which was located at the Four Seasons Resort Bali at Jimbaran Bay in the pastry section. And it is important for writers to write or compile reports about what the writer have done at the training venue.

1.2. Industrial Training Objectives

- Fulfill graduation requirements given by Ottimmo International Academy Surabaya as one graduation certificate.
- Increase new experience in real work, especially in the field of pastry.
- Increase knowledge about materials, products, tools and facilities in the pastry kitchen.
- Enhance the sense of responsibility, ideas, skills, communication, teamwork, and adapt to new places.
- Learn about cleanliness, hygiene and sanitation in the kitchen.
- Practices the knowledge gained in college and adds the author-insight to the real development of the industrial world.

1.3. Benefits of Internship

1.3.1. Benefits of Internship for Student

- Building good relations between students and those who want to enter the real work world.

- Learn new knowledge about systems and regulations working in the kitchen, such as the introduction and use of new materials and tools that have never been used.
- Get to know and learn new methods in pastry and bakery.
- The author learns and knows "*Asian modern dessert*" where most of the desserts made at Four Season Jimbaran Bay are Asian modern desserts.
- Train author to work in groups, pressure, and learn to solve problems.
- The author becomes trained, has a new idea about the world of pastry, where the idea will become a very valuable gold in the future.

1.3.2. Benefits of Internship for Ottimmo International Master Gourmet Academy Surabaya

- Build a good business relation between Ottimmo Internasional Master Gourmet Academy Surabaya and Four Seasons Resort Jimbaran Bay.
- As a guideline for junior to choose the place for internship.
- Campus can measure the level of student's abilities in accepting, applying, and developing theories obtained at educational institutions.

1.3.3. Benefits of Internship for Four Seasons Resort Jimbaran Bay

- Build a good business relation between Ottimmo International Master Gourmet Academy Surabaya and Four Seasons Resort Jimbaran Bay.
- Hotels can get additional operational staff so that all work will be quickly completed and can establish good cooperation with the campus, so they can easily get help when needed.

- It's easier to find employees who have good potential in their fields.