**CHAPTER I**

**INTRODUCTION**

* 1. **Background**

Now the Culinary world is a trend or lifestyle that can’t be separated from everyday life . Its because people can’t live without food , starting from simple comfort food that we usually see on the streets until fancy and expensive meals in a fine dining restaurant . All of that needs extra care and of course good platting so that the customers would be attracted and of course making the food price high . The service that is used have to be trained first until perfection so that it will satisfy more to the customers .

The development of the culinary world causes many people racing to make new restaurants especially here in surabaya . The amount of new restaurants here in surabaya increases the culinary lovers to try new food everyday from each restaurant . Not to forget these culinary lovers usually compare from one restaurant to another restaurant . Especially the power of social media these days can attarct people to come to these restaurants just by looking at the photo and comments from others . one of those restarants that we’re open in 2016 was Noach

Noach is a restaurant that sells western food located in jl.pregolan no.4 surabaya . not only sells main course food but also tasty snacks and very good for hanging out . Noach also create good menus with nice plate presentation that will attract people and not to forget the space that the restaurant had provide for the customers so that it will be comfortable enough for the customer to eat in Noach . Besides selling ala carte , Noach also provides events such as birthday party , bachelors party and many more events .

Doing the internship has a lot of advantages for us like improving our skills, teach us a lot of new things, find out our potential, and many more; that’s why doing this internship is the last thing to do to complete the standard of creating the reliable chef later. Those internship aim is to give the real working experience so we won’t be shock with the working environment later. We could learn the critical work ethic, productive and competitive; internalize the attitude of the culture industry value – oriented to quality standards, the values of economic and entrepreneurial spirit, and many more. The Goal is simple , to make the students become a better chef ahead not just know how to cook but can also work in a kitchen with lots of individuals as a team .

* 1. **Objective**

Basically, doing this internship has a lot of advantages for us, as for the purpose of this internship is to :

1. Improving and increasing our knowledge and skills in the kitchen
2. Giving a chance to students to adapt with the working environment as mental training, discipline, and responsibility, etc.
3. Teaches us how to behave properly so that we could be able to be better in the working environment.

In the other hand, there are some things that hinder the process too, like the lack of knowledge at school ( practically or theoretically ) and sometimes we also crash with each other ( miss-communication ) ; but in the end we realize that we had a lot of technique that we can choose to make something, so we learned together, it makes our bonds stronger, and we can work better in the team.

* 1. **Significance**

**Significance of Internship for Student**

The point of writing this report is to compare the knowledge that I got from Ottimmo International MasterGourmet Academy with the direct work experience at Noach Café and Bistro Surabaya. The results of doing the internship is also being shared in this report. That’s why this report has an important part to me for the comparison.

**Significance of Internship for Akademi Kuliner dan Patiseri Ottimmo Internasional**

To Increase the knowledge from my experience into Ottimmo International MasterGourmet Academy so its going to producing more professional graduates which is ready to face the working environment and being a better chef

**Significance of Internship for Noach Café and Bistro**

This report has a very important usability for the company as an input and to the correct mistakes that have been assessed incorrectly and also complement deficiencies in the system for the better of the working operations in Noach Café and Bistro.

**1.4 Time and Place**

I did the internship about 6 months ( more or less ), starting from June 11th, 2016 until December 11th, 2016 at Noach Café and Bistro Surabaya, in the Kitchen Department . At Noach Café and Bistro Surabaya, the working hours is divided into 3, which is :

1. Morning Shift : 09.00 – 17.00 WIB
2. Middle Shift : 13.00 – 21.00 WIB
3. Evening Shift : 16.00 – 24.00 WIB ( Monday - Thursday )

17.00 – 01.00 WIB ( Friday - Saturday )

Each shift has 8 hours of working and we had a holiday at Sunday (the Café is closed)

**CHAPTER II**

**RESULT AND DISCUSSION**

**2.1 Overview**

**2.1.1. History of Noach Café and Bistro**

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Picture 1. Noach Logo

Noach Café and Bistro is a new Café in town. They started to operated on the May 23rd, 2016. Noach Café and Bistro is in the move to helping the customers relieve their daily stresses by providing peace of mind through great ambience, convenient location, exceptional customer service, and products of consistently high quality.

Noach Café and Bistro ‘s Vision is :

“ *Will make it’s best effort to create a unique place where customers can socialize with each other in a comfortable and relaxing environment while enjoying some of the best brewed coffee, food, beverages, and pastries in town. We will be in the business of helping our customers to relieve their daily stresses by providing peace of mind through great ambience, convenient location, exceptional customer service, and products of consistently high quality*. “

Noach Café and Bistro ‘s Mission is :

“ *To give our customers a special experience which cannot always be offered by large chain brands . We pride ourself on the personal and courteous way it looks after our customers so that your experience is one which you wish to repeat*. “

Noach Café and Bistro Location :

Address : Jl. Pregolan No. 4, Surabaya

Phone : (031) 5311360 / (031) 5311593

E-mail : [info@noachcafe.com](mailto:info@noachcafe.com)

Website : [www.noachcafe.com](http://www.noachcafe.com)

**2.1.2 Organizational Structure of Noach Café and Bistro**

In this Café, each department already share the job desks and responsibilities from each section. These are the job desks and responsibilities in each department, especially kitchen department based on its position :

**Head Chef :**

* Supervise all the operational at the Kitchen
* Making the Standard Recipe of the food
* Calculating the food cost on the menu
* Leading all the staff and determine the quality of the products
* Watching over the supply
* The one who responsible to the Director Manager

**Sous Chef :**

* Supervise all the operational at the Kitchen
* Helping the head chef preparing all the food for any event
* Replace Head Chef if he is absent or not in place
* Archive all the data about kitchen
* Making the report every end of the month
* Responsible to the Head Chef

**Chef De Partie :**

* Supervise all the operational at the Kitchen
* Helping the Sous Chef preparing the ingredients
* Responsible to the Head Chef

**Dishwasher :**

* Make sure Kitchen Department and Service Department won’t run out of cutleries or utensil that needed
* Maintaining the cleanliness of the Kitchen
* Responsible to the Head Chef

**Service Manager :**

* Double checking the quality of the food before served it to customer
* Helping Kitchen Department for the smoothness work operational
* Teaching new staff even trainee about their department
* Responsible to the Director Manager

**Service Leader :**

* Helping Service Manager planning and preparing all the set that needed
* Replace the Service Manager if he is absent or not in place
* Helping Service Manager training new staff / trainee about their department
* Responsible to the Service Manager

**Service Associate :**

* Helping Service Leader planning and preparing all the set that needed
* Helping Service Manager training new staff / trainee about their department
* Responsible to the Service Leader

**2.2 Result of Internship**

**2.2.1 Result of Internship**

Noach has only one kitchen that is use for as the main kitchen and the pastry kitchen . Basically in the morning shift the staffs and the trainee do the preperation for the whole day or even the next day . The food that the writer prepare mostly are pasta , pizza , meat (bolognese) and many more . mostly in other restaurants the stations are split , but here in Noach we prepare everything together , even the trainee is given the chance to cook . Meanwhile in the night shift , the staffs and trainee prepare whats already empty from each station so that in dinner time the kitchen won,t get left behind or slow progress on producing food . The writers duty was more to helping the other staffs and to learn the system that the kitchen was applying . One of the duties we we’re given is more to preparing all condiments , learning the recipes that the kitchen was using and knowing the hygiene in the kitchen .

During the writers time in the pizza station , the writer was given the chance to know how to make pizza in some ways . The first one was rounding with the rolling pin and hand on the table . While the other technique was using the juggling technique that we usually see or we usually know which was throwing and making the pizza fly . The goal was simple that is to proof the dough . Noach has 2 staffs that we’re in the pizza station which was then divided into 2 different shifts . Besides making the pizza from dough , we we’re also taugh how to bake the pizza . After the pizza dough is round and thin enough then we will bake it in the over for 1 minute , aster 1 minute we pull the pizza out and we would add toppings to finish the pizza . The pizza that is served in noach is a Thin Crust style pizza .

* Activities in the Pizza Station (June – August)

|  |  |
| --- | --- |
| Time | Activities |
| 09.00 – 17.00 | - clean the condiments for pizza  - chop onoin  - chop tomato  - Chop bell peppers  - fill tuna in jar  - fill sweet corn in jar  - refill the mayonaiese bottle  - grate mozarella cheese  - roll the pizza dough  - precook pizza  - Bake pizza |
| 16.00 – 00.00 | - refill all pizza condiments  - roll pizza dough  - precook pizza  - bake pizza |

Table 1. Activities in the pizza station

During the writers time in the pasta station , trainee’s are taught how to cook the pasta properly before it is served . as an example when the staffs and trainee precook the pasta . first prepare large pot and boil the water , cook the pasta until it is almost al dente and simmer. Later we cool down the pasta and then store it in small plastics . The pasta will be stored in the freezer before use . For the condiments and ingredients that we use and prepare before is beef bacon and pork bacon , there are also salmon ,fresh basil and basil pesto.

When the writer took order for pasta , the staffs taught us how to cook the pasta al dente before being served to the customer .In the pasta station it self we need to prepare onions , garlics , fresh basil , basil pesto , chilli flakes , cream , pork bacon & beef bacon and salmon . Some of the pastas that is served in Noach is Spaghetti , Fettucine and also Lasagna.

* Activities in the pasta station (September – December)

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| --- | --- |
| Time | Activities |
| 09.00 – 17.00 | - prepare water  - blanch pasta ( pre cook )  - pack in plastic  - place in storage  - cook bolognese (large pan)  - prepare lasagna  - slice beef bacon  - slice pork bacon  - chop fresh basil  - chop mushroom  - slice salmon  - take orders for the pasta station |
| 16.00 – 00.00 | - prepare meat (bacon)  - cook salmon alfredo  - cook bolognese  - cook aglio olio  - heat lasagna |

Table 2. Activities in the pasta station

Basically a restaurant doesn’t only sell one or two menus but many more . A restaurant itself sells meal which is called “main course” . In noach there we’re a lot of great main course that they serve . The writer felt very lucky that the staffs gave a big chance on helpin making good main course for the customer . Although I spent more time in the pizza station and pasta station , the staffs always let the trainee to learn and to cook other menus if there was a spare time from the trainee .

**2.2.2 Hot Kitchen Section**

In Kitchen Department they have 2 shifts (each shift has 8 hours of working). The Morning Shift is starting at 9am – 5 pm while the Evening Shift is starting at 4 pm – 12 am in the weekdays and 5 pm – 1 am in the weekend (this shift need to clean up the kitchen every night).

Noach Cafe and Bistro has 1 kitchen – but they divided it into 2 section : Hot Kitchen and Kitchen for Pastry. Noach Cafe and Bistro open at 11 am – 12 pm for Monday to Thursday and 11 am – 1 am for Friday to Saturday; we do open until 12 am for weekdays and 1 am for weekend, but actually the last order that we can take is one hour before the closing time.

In the morning shift we usually prepare all the condiments for Lunch till Dinner . We prepare the condiments for pizza , burgers and many more . In the night we usually prepare the food that is almost or already empty from the morning shift we also cook for the busy dinner hours . And in the night we clean the whole kitchen before goin home as a responsibility of our jobs.

Equipment that Noach Café and Bistro used in the kitchen is in a high standard that make the staffs work easier. The equipment that we use are :

1. Cutting Utensil

* Stainless Steel Knife and Green Cutting Board is for cutting all the vegetables and fruits
* Red Knife and Red Cutting Board is for cutting the meat and poultry

2. Other equipment

* Rolling Pin
* Microwave
* Dough Mixer
* Chiller
* Work Table
* Stove
* Grill Stove
* Freezer
* Spatula / Tong
* Industrial Oven

**2.2.3 Hygiene and Sanitation of Kitchen**

Food hygiene are the conditions and measures necessary to ensure the safety of food from production to consumption. Food can become contaminated at any point during slaughtering or harvesting, processing, storage, distribution, transportation and preparation. Lack of adequate food hygiene can lead to foodborne diseases and death of the consumer.

Food Sanitation is protection from contamination. With this in mind, all functions and operations must be included in a sanitation program. All food products must be protected from contamination from receiving (and before) through distribution. Sanitation is a dynamic and ongoing function and cannot be sporadic or something that can be turned on once a day, once a week, etc. Therefore, another definition could be: "sanitation is a way of life".

**Hygiene Standards**

* Disediakan juga tempat pengumpul sampah sementara yang terlindung dari serangga dan hewan lain dan terletak di tempat yang mudah dijangkau oleh kendaraan pengangkut sampah. ( Departemen Kesehatan RI ,2003)
* Tempat cuci tangan. Jumlah tempat cuci tangan untuk tamu disesuaikan dengan kapasitas tempat duduk dengan satu tempat cuci tangan untuk 1-60 orang dengan setiap penambahan 150 orang ditambah satu fasilitas ini.  Tempat cuci tangan dilengkapi dengan sabun/sabun cair dan alat pengering. Apabila tidak tersedia fasilitas cuci tangan dapat disediakan : sapu tangan kertas yang mengandung alkohol, lap basah dengan dan air hangat. Tersedia tempat cuci tangan khusus untuk karyawan dengan kelengkapan seperti tempat cuci tangan yang jumlahnya disesuaikan dengan banyaknya karyawan yaitu 1 sampai 10 orang, 1 buah; dengan penambahan 1 buah untuk setiap penambahan 10 orang atau kurang. Fasilitas cuci tangan ditempatkan sedemikian rupa sehingga mudah dicapai oleh tamu atau karyawan. Fasilitas cuci tangan dilengkapi dengan air yang mengalir, bak penampungan yang permukaannya halus, mudah dibersihkan dan limbahnnya dialirkan ke saluran pembuangan yang tertutup. ( Departemen Kesehatan RI ,2003)
* Tempat mencuci peralatan terbuat dari bahan yang kuat, aman, tidak berkarat dan mudah dibersihkan. Air untuk keperluan pencucian dilengkapi dengan air panas dengan suhu 40°C – 80°C dan air dingin yang bertekanan 15 psi (1,2 kg/cm2). Tempat pencucian peralatan dihubungkan dengan saluran pembuangan air limbah. Bak pencucian sedikitnya terdiri dari tiga bilik/bak pencuci yaitu untuk mengguyur, menyabun, dan membilas. ( Departemen Kesehatan RI ,2003)
* Tempat pencuci bahan makanan terbuat dari bahan yang kuat, aman, tidak berkarat dan mudah dibersihkan, bahan makanan dicuci dengan air mengalir atau air yang mengandung larutan kalium permangat 0,02%. Tempat pencucian dihubungkan dengan saluran pembuangan air limbah. ( Departemen Kesehatan RI ,2003)
* Fasilitas penyimpanan pakaian (locker) karyawan terbuat dari bahan yang kuat, aman, mudah dibersihkan dan tertutup rapat. Jumlah loker dhsesuaikan dengan jumlah karyawan, dan ditempatkan di ruangan yang terpisah dengan dapur dan gudang serta dibuat terpisah untuk pria dan wanita. ( Departemen Kesehatan RI ,2003)

**Hygiene & Sanitation (Noach)**

* We did the General Cleaning once a month (in the last week of the month)
* We did the Daily Cleaning every Saturday Night (washing the freezers and the chillers)
* We changed the deep fryer’s oil every Monday and Thursday Morning
* We mopped the floor twice a day (every shift change and closing time)
* We marked the “ almost expired “ ingredients
* We checked the products every morning
* We took out the garbage every night
* We wrapped every ingredients in their respective places (vacuumed, plastic wrap, glass mica, boxes, etc.)
* We separated the using of cutting board for hot kitchen and pastry

**2.2.3.1 Personal Grooming**

**For Gentlemen:**

* Hair should be combed back, short, well trimmed and should not cover the forehead. It should not be grown below the nape of the neck.
* Natural color of hair to be maintained and not be excessively gelled or frizzy.
* Sideburns should not be below the middle of ear Moustache and beard
* Moustache if worn be well trimmed and not cover the upper lip.
* Should be clean shaven on duty. Beard permitted for religious reasons only should be well trimmed.
* Hand and toe Nails be clean and well trimmed. No colour is permitted.
* Jewellery must be limited to a minimum
* One ring on each hand
* Bracelets are not allowed unless for religious reasons.
* Metal watches of reasonable size with leather or metal strap to be worn.
* Ear rings are not permitted
* Breath must be fresh (no smell of foodstuff, cigarette smoke or alcohol)
* Ensure that deodorants and/or anti prespirants are used daily to ensure that no body odour is present.
* Black socks to be worn. Socks be changed daily so that it doesn’t smell
* Black shoes with laces to be worn
* Safety shoes by company are issued to engineering and Kitchen employees. The same to be worn.

**For ladies**

* Hair should be combed back, well trimmed and should not cover the forehead.
* Hair should be made into a bun and covered with a net.
* Hair length if just upto the nape of the neck could be made into a pony tail.
* Hair should not fall below the nape of the neck.
* Natural colour of hair to be maintained and not be excessively gelled or frizzy.
* A light make up of foundation, eye liner be worn. Rouge as per skin tone may be worn.
* A neutral or medium shade lipstick should be worn.
* Heavy or brightly colored make up to be avoided.
* Hand and toe Nails be clean and well trimmed. If nails are long they should be shaped
* Nail polish of neutral or light shades are permitted.
* Jewellery must be limited to a minimum. No large or hanging or noisy jewellery to be worn.
* One ring on each hand
* One simple bracelets or bangle can be worn.
* Only one Ear studs to be worn.
* Metal watches of reasonable size with leather or metal strap to be worn.
* Breath must be fresh (no smell of foodstuff, cigarette smoke or alcohol
* Ensure that deodorants and /or antiperspirants are used daily to ensure that no body odour is present.
* Stockings may or may not be worn with skirts. If worn should be of skin tone and plain in texture. In case of trousers black socks to be worn.
* Black shoes with a small heel to be worn. Pencil or high heels are not permitted.
* Safety shoes by company are issued to engineering and Kitchen employees. The same to be worn.

**(Kitchen Standards)**

* Shower or bath daily
* Use an anti perspirant after bath.
* Always report for duty clean shaven.
* Wear clean clothes and uniform.
* Do not work if suffering from a communicable disease.
* Handle food as little as possible
* Wash hands before and during work and after using the toilet.
* Keep hair clean and do not handle
* Keep fingernails clean and short
* Do not touch nose and mouth with hands.
* Do not cough or sneeze over food, use tissue.
* Do not wear rings, earrings, jewellry or watches.
* Do not smoke in food areas.
* Taste food with a clean spoon.
* Do not sit on work surfaces.
* Footwear should be clean and safe
* Headgear should always be worn when handling food.
* Open cuts, burns etc. must be covered with blue water proof dressing.

(Noach Standards)

* Wear clean clothes and uniform.
* Do not cough or sneeze over food, use tissue.
* Do not smoke in food areas.
* Do not sit on work surfaces.
* Footwear should be clean and safe
* Keep fingernails clean and short
* Keep hair clean and not all over the place

**2.2.3.2 Utensils and Equipment**

1) We wash all the utensils & equipments after using them

2) Keep the wooden spatula that has been used away from the stove to minimize the

dirtyness in the kitchen

3) After washing we store the utensils to a clean drawer

4) Always clean the utensils & equipments after usage

**CHAPTER III**

**CONCLUSION AND SUGGESTION**

* 1. **Conclusion**

After doing my internship in Noach I got a lot of new experiences inside the kitchen such as cooking new products that I have never tried before , working with minimum time & management, being more discipline in working environment and of course knowing the value of teamwork inside the kitchen.

In Noach I worked at the Kitchen as an intern but what I felt was that we were more than just an intern , we we’re more likely called staffs besides Intern . how we work and how the kitchen staffs belief was an honour for us to work beside them .

I usually took the pasta and pizza station while in Noach . In the pizza section I helped finish the toppings and rolling the pizza and preparing the dough . while in the pasta section we usually prepare the pasta first in the morning for stocks , we pre cook the pasta and store them in the freezer so that if we want to serve it to the costumer we won’t need much preparing time and would only took 3 – 4 minutes for 1 dish of pasta .

* 1. **Suggestion**
* **For Noach Cafe & Bistro**

Noach should put more creative menus so that the customers which is more likely from surabaya could be more attrected . And to add more menus that are not just western but also asian food . Last is to set the price not to high for the menu .

**REFRENCE**

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