**INTERNSHIP FINAL REPORT**

**Le Galleria**



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**STUDY PROGRAM OF CULINARY ARTS
AKADEMI KULINER DAN PATISERI OTTIMMO INTERNASIONAL
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Done the internship period from September, 18th – March, 18th 2017 at Le Galleria

Approved by:

Supervisor

Yeremia Iskandar

This final report has been approved and validated as requirement

to get an Academic Title of Diploma Degree, Study Program of Cullinary Arts

date:

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**SUMMARY**

In Hospitality industries satisfaction of the customer is really important. As we know right now the competitive between industries is really tight and high. That make a difficult situation for university student to get a job in this industries. That is why we need internship, because we need to know how is the real job situation. We need to grow up so we can handle the real job and real society. Le Galleria is a new restaurant located in Bukit Telaga Golf TC4 no.2-3, Citraland, Surabaya. New restaurant need to improve them self. Le Galleria has many competitors, if a restaurant stuck at a level, its hard to maintain the number of customer because it will be boring. That’s why when a restaurant want to improve it will need opinion and idea from the staff. The changes can be sorting some menu, method, decoration, etc.

That’s why I choose Le Galleria as my internship place. Not only I can learn about kitchen but also I can give my idea to improve the restaurant. I can know if my idea is creative or just ordinary one, it will help me to improve to be a better chef. If the restaurant is crowded. Then it also give me the pressure to improve my skills and my mental. Since I was here in Le Galleria, I learnt a lot. I understand how real kitchen works, I know many variation not only in recipe but also the character of people. I learnt how to deal with them. I wish I can improve my personality and attitude to be better. Le Galleria need to improve all of their staff quality, and the most important of all is The service quality.

**PREFACE**

Firstly, I would like to thank God for his entire blessings during the internship that I have already done in Le Galleria. In this internship I also received many support from many other parties.

In the other hand, I would like to thank

1. My beloved parents and family who always give their support.
2. Chef Zaldy Iskandar as the Director of Ottimmo, for giving me the opportunity to do my internship in Le Galleria.
3. Chef Yeremia Iskandar as The Head Chef of Le Galleria and My Mentor from the beginning of this internship.
4. My very best partner Anthony Sucipto, Who already give their support.

**TABLE OF CONTENT**

**COVER** i

**SIGNATURE PAGE** ii

**SUMMARY** iii

**PREFACE** iv

**TABLE OF CONTENT** v

**CHAPTER I INTRODUCTION** 1

1.1 Background 1

1.2 Objective 2

1.3 Benefit 2

1.4 Time and Place 3

**CHAPTER II RESULT AND DISCUSSION** 4

2.1 Overview 4

 A. History of Le Galleria 4

 B. Organizational Structure of Le Galleria 8

 C. Job Description 9

 D. General Kitchen 10

 E. Part of Kithcen 11

 F. Baking And Pastry 12

 G. Hygiene and Sanitation of Le Galleria 14

2.2 Result in The Internship 16

 A. Activity During Internship 16

 B. Details About the Progress 19

**CHAPTER III CONCLUSION AND SUGGESTION** 21

3.1 Conclusion 21

3.2 Suggestion 21

**REFERENCE** 22

**APPENDIX** 23