

# **CHAPTER I**

## **INTRODUCTION**

### **1.1 Background**

Hospitality means to serve kindly guests or strangers. Hospitality branches out to several division; health, culinary, sanitation, and hotel management. There are etiquettes in serving people. Different branches mean different ways of satisfying and serving people. One must do so carefully or else the establishment would lose face. The writer happens to be in the culinary division. She has always loved to cook and bake which was why she decided to study culinary and baking pastry ( Trickartt, 2001).

Internship is one of the activities which support students to increase their knowledge of the outside the academy. The internship activity was carried out in Noach Café and Bistro. It was made for guests to relax and socialize with their friends and family in a comfortable and unique space while enjoying food and beverages leisurely. What makes them different from bigger chain brand is their personal touches to everything they make. Their specialty according to their writer is their pizzas. They make different kinds of Western food entrees, main course and dessert for available for lunch and dinner. They also sold pastries and all kind of beverages such as coffee and mocktails for coffee breaks and tea time.

Noach Café and Bistro is divided into two division; Pastry and Culinary Kitchen. The pastry division are responsible for anything to do with baking, pastry and dessert. The culinary kitchen are responsible for preparing food and orders from the menu.

### **1.2 Objective**

In general, the objective of the internship in Noach Café and Bistro was to achieve more knowledge. Knowledge that could not be achieved in the classroom would be available in the real work environment.

By doing the internship the writer would be able to train and add skill as a chef aspiring student. The writer would learn to face and solve different difficulties from different aspects that one would not face in the classroom.

### **1.3 Significance**

The significance of the internship to the establishment is to get additional work force in finishing work, training the work force and sharing knowledge.

The significance of the internship for the writer was to maximize her understanding in restaurant management, and kitchen methods and management.

### **1.4 Time and Place**

Noach Café and Bistro is located at Jl. Pregolan No. 4, Tegalsari, Surabaya. The internship program was conducted over six months. Hours of work during the internship from Monday to Saturday. The shift alternates one week morning shift and one week night shift. The morning shift starts from 09.00 am – 05.00 pm, while the night shift starts at 04.00 pm – 12.00 am, except Friday and Saturday. On every night shift on Friday and Saturday, the shift starts an hour later at 05.00 pm – 01.00 am.