

CHAPTER I

INTRODUCTION

1.1 Background

Hospitality and culinary industry is expanding fast by the grace of globalization. These industries are subject to practical knowledge. To keep up with the ever-changing demand and to get hold of the newest market dynamism and variety, innovative and creative ideas are needed to evolve every day. Therefore, internship is an integral part of study.

As for a student who merely learn about the basic skill, an internship is an opportunity to get career related experience. It is a chance for each student to have hands on work that connect school academy content to the real world employment. The transformative education like internship consists of developing full personal and professional potential. These are guided hands-on learning, professionalism in workplace, soft and hard skill development, and employability. For this reason, internship is important in terms of employability, creating a future leader, and educated individuals, in short, it is an essential need in terms of skill development and learning.

In this context, the author got an opportunity to do the internship at Four points by Sheraton Surabaya starting from January 14th 2021 to June 27th 2021.

The author was positioned in cold kitchen department at Djaman Doeloe Restaurant for 5 months, then moved to support Pastry division for 1 Month and tried to gather knowledge, hard skill and soft skill from each of them. From how to handle and store foods properly, gathering concept and ideas for recipe, how to communicate and trust in a team, to learn about a great leadership and work ethic.

1.2 Objectives

- a. Complete the internship program as a requirement to graduate.
- b. Provide trainee the opportunity and education to relate the theory to practice in real world.
- c. Enhance trainee understanding of organization skill.
- d. Provide trainee a proper training to handle foods efficiently.
- e. Evaluate the daily operation and trainee performance.

- f. To learn about new cooking techniques, new recipes and operational efficiency
- g. To gain work experience before hired as employee.
- h. To Learn how to be responsible and deal with variety of situation which can be applied in the future.

1.3 Benefit of Internship

1.3.1 Benefit of internship for Students

- a. To Develop Soft skill and interpersonal skill such as self-confidence, Time management, teamwork and communication.
- b. Inters are given responsibility and ownership over work.
- c. Giving students the opportunity to get used to working environment.
- d. Giving students insights of the industry to give them more detailed career choices.

1.3.2 Benefit of internship for OTTIMMO International

- a. Enhance the reputation and visibility of the academy.
- b. Enhance their potential to recruit students for the next internship cycle.

1.3.3 Benefit of internship for Four points by Sheraton Surabaya

- a. Increase the probability of finding a new talented employee.
- b. Providing labor with no cost.
- c. Recruitment and training cost can be reduced by recruiting interns.