**CHAPTER I**

**INTRODUCTION**

* 1. **Background Study**

Since the ancient times, hospitality has been one of the most classical antiquity that people looked for to rest and relax. Hospitality itself is the act of comforting the guest and make the guest feel welcome. The first hotels to be recorded in 700s was in Japan, they called it Ryokans which means Japanese style inns.The author is a newcomer to the hospitality and the F&B culinary industry, completely new to the environment, this internship program has helped the author to gained many new things. In this case, the author has been given an opportunity to do the internship program at JW Marriott Surabaya. JW Marriott is an international brand which was held under the license of Marriott Bonvoy group. J. Willard Marriott the founder of the Marriott group and his son Bill Marriott who later continued his father legacy and expand the Marriott group and many more. To commemorate his father, Bill Marriott built the JW Marriott which stands for his father’s name.

JW Marriott is one of the few luxurious classes in the Marriott Bonvoy group and is without a question one of the best hotel in Surabaya right now and it is one of the reason the author had chosen JW Marriott as its internship place. The author was given a choice to choose freely from the available restaurants at the JW Marriot Surabaya and the author chose Tang Palace which is the Chinese restaurants.It is such an honor to be given the chance to do the internship at JW Marriott and to work alongside professional chefs.

Because this program, the authors get a variety of knowledge and input that is very useful in the future. Such as undergoing communication with co-workers, as well as with customers, always trying to serve with standards and good service with existing guests. Always friendly to guests under any circumstances, and must know the situation to avoid complaints from guests.

* 1. **Internship Objectives**

1. As graduation Requirement.
2. To gain new knowledge and experience.
3. To form a responsibility, discipline and a good work behavior.
4. To be able to make problem solution with a calm mind during work.
   1. **Benefits of Internship**

**Benefits for Student or Trainee**

1. Get more experience and knowledge that the author didn’t received in college.
2. To learn how to deal with different personal people every day in the workplace.
3. Gaining about new knowledge and skills that author didn’t get in the college.
4. Enhance the passion and employability of graduate Students.

**Benefits for Hotel**

1. Adding more human resource without spending more cost.
2. Getting information about the upcoming trend from the trainee.
3. As a selection medium to get some potential employee.

**Benefits for Ottimmo**

1. Make other students gain knowledge and internship references
2. Helping the network and repputation for the campus.