

# CHAPTER I

## INTRODUCTION

### 1.1 Background

Culinary world is expanding very quickly in this present time. And there are a lot of people going in to this culinary world that we know in this time. But the company could not just hire some people who does not have any experience in this field. That is why when we are going in to the real world of working, the industrial training is required.

For a student who just learn the basic of the culinary world, an internship is the way to know what the career world looks like. This is an experience that each student could get to know better about what they will do in the future if they still want to keep walking in their path. This internship will give a vision to students about what kind of community they will get into. There will be a lot of experience to grind all basic skills and acquire new and advanced skills. An experience on how and when to use the skills we were taught in class. Also, the intern got to know how the mechanism works there, learn how to be a professional worker, and learn how to satisfy customers.

In this content, the author has been given the opportunity to carry out the internship at The Four Points Hotel Surabaya from December 14<sup>th</sup> 2020 to June 14<sup>th</sup> 2021. In some cases, the author was transferred to Westin Hotel Surabaya for some period to get more experiences on how they operate a five star hotel. Four Points and Westin are both the hotel of Marriot's Group. Marriot's Group has been known for their great quality in services and foods. That is the reason why the author decided to do the internship at Four Points Hotel Surabaya.

In the first month of the internship, the author was assigned to hot kitchen in Djaman Doeloe Restaurant. Then, for the second month, the author was moved to Magnolia Kitchen in Westin Hotel for a month for more experiences in different type of kitchen. After that, the author was moved back to Djaman Doeloe Restaurant for the

rest of the internship duration. Sometimes the author was sent to help the banquet kitchen if there is a large event that require more staffs. The author tried to acquire knowledge, recipes, and mechanism of working in the kitchen as much as possible by asking the experts. From how to handle food, storing them properly, and processing them correctly. And how to handle food waste, how to be a good team player and learn how to be a leader in a team.

## **1.2 Objective**

- a. Learning new techniques, new recipes, and work mechanism.
- b. Knowing the work community in our expertise.
- c. Enhancing soft skills and hard skills.
- d. Completing internship program.
- e. Gaining work experiences.
- f. Knowing how to be responsible for the work that has been given to us.

## **1.3 The Benefits of Industrial Training**

- a. Improving soft skills and hard skills.
- b. Giving students some insight about their job to decide their future career.
- c. Preparing students mentality to be able to withstand the work environment.
- d. Giving students more experience to solve and take responsibility in a problematic situation.
- e. Increasing the reputation of academic institution.
- f. Promoting the institution by attracting newcomers who wants to join culinary world.
- g. Free labor to lower the cost.
- h. Scouting new potential employee.
- i. Some trainees are good for marketing their product.