

CHAPTER I

Introduction

1.1 Background of Study

The world nowadays moves super fast, especially in the hospitality and culinary industry sector. The rapid change in hospitality and culinary industry demands each and every establishment to give only the best if they don't want to be left and forgotten by customers. The easiness of accessing the internet these days also affected the change. As people could easily find information about places that are far more progressed and advanced, resulting in the change in society's behaviour. People started to increase their expectations and taste in every aspects according to what they see from advanced's society behaviour. Including expectations in hospitality and culinary industry sector. Each and every establishment is required to meet and fullfil the customer's high expectation perfectly.

As expectations and taste of customers grow, the hospitality and culinary industry needs to adapt quickly to make sure their business keeps running. A problem faced in every industry is more often than not is that their employee has never experienced the real working environment. Shock and lag happens because the human resource isn't ready with how the real working environment moves really fast and there's no room for error as they are faced with a demanding customers with high expectations. This might impact the hospitality and culinary industry service's quality.

Critical and creative thinking are needed in this fast-pace world. That is why industrial training is important and needed as a medium for students to prepare themselves to jump into the real working environment. As students learn in a real working environment, they're demanded to think creative and critical, to solve problem effective and efficiently. The least is students could grasp the basics of how the industry works and what are they about to face so they could prepare better in the future.

1.2 Industrial Training Objectives

The objectives of industrial training are:

1. As one of the requirements to complete Diploma III in Culinary Arts in OTTIMMO International
2. To help students learn about teamwork and communication
3. To help students learn various characters of people
4. To help students learn how to be responsible of their job
5. To help students gain experience
6. To give general view of working environment
7. To help students in solving problems efficient and effectively
8. To help students work effectively
9. To help students sharpen their skill in the kitchen
10. To help students learn to be more independent

1.3 The Benefits of Industrial Training

1.3.1 Benefits for Students

The benefits of industrial training for students are:

1. Helping students in building their confidence at talking, problem solving, and making decisions effectively.
2. Preparing students for the real working environment.
3. Students gain new knowledge, skills, and tips.
4. Students learn to take responsibility for their job.

1.3.2 Benefits for OTTIMMO International

The benefits of industrial training for OTTIMMO International MasterGourmet Academy are:

1. To help OTTIMMO maintain good relationship with various parties.
2. To enhance academic institution's reputation.
3. As a subject to next academical evaluation.

1.3.3 Benefits for Sheraton Surabaya Hotel & Towers

The benefits of industrial training for Sheraton Surabaya Hotel & Towers are:

1. Low-cost labor / human resource.
2. Possibility of finding future worker.
3. Provided with different ideas and perspective.
4. To strengthen brand/ company's image.