

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 everyday. Therefore, internship is the integral part of study.

Meanwhile, for students who only learn basic skills, internships are an opportunity to gain career-related experience. This is an opportunity for each student to have work experience as well as add flight hours and clear learning goals by connecting school academy content to the real world of work. Transformative education such as an internship consists of developing your full personal and professional potential. It is guided directly on learning, workplace professionalism, soft and hard skill development, and employability. Therefore, internships are very important in terms of employability, creating future leaders, and educated individuals.

In this context, the author has the opportunity to do an internship at G'Sign Hotel Banjarmasin from 05 January 2021 to 1 July 2021. The G'Sign brand is one of the hotels that has been around for a long time in the city of Banjarmasin. In this way, G'Sign Hotel has demonstrated a good quality of service at their property. G'Sign Hotel Banjarmasin has quickly cemented its reputation as one of the leading culinary destinations. This is one of the reasons the author decided to do an internship at G'Sign Hotel Banjarmasin.

The author was placed in the main kitchen department for 4 months and pastry for 2 months and supported Galam Restaurant and tried to gather knowledge, hard skills and soft skills from each. Starting from how to handle, prepare food

ingredients, and store food properly. Learn to communicate and believe in a team, to learn about leadership and and work well.

It is an honor for the author to be able to work with a professional and competent crew at G'Sign Hotel Banjarmasin.

1.2. Objective

- a. Complete the internship program as a requirement to graduate.
- b. Provide trainees the opportunity and education to relate the theory to practice in the real world.
- c. Enhance trainee understanding of organization skills.
- d. Evaluate the daily operation and trainee performance.
- e. To gain work experience before being hired as employee.
- f. To practice and improve time management, communication skills, and confidence.
- g. Learn how to be responsible and deal with various situations.

1.3. The Benefit of Intership

1.3.1. The Benefit of Intership for Student

- a. Internship are useful for developing skills such us self confidence, team working, time management, and creativity.
- b. Help the student to adjust to work environment.
- c. Enhance the employability of graduate students and lead to higher earnings.
- d. Give students insight into industry they are entering for futher career choices.
- e. Students can expand their network with their work teammates.

**1.3.2. The Benefit of Internship for Akademi Kuliner dan Patiseri
Ottimmo International**

- a. Enhance the reputation and visibility of academic institutions.
- b. As a guide for curriculum improvement in the following year.

1.3.3. The Benefit of Internship for G'Sign Hotel Banjarmasin

- a. Provide useful labor at low cost.
- b. Recruitment and training cost can be reduced by employing interns.