

# 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.

As for a student who merely learn about the basic skill, an internship is an opportunity to get career related experience. This is a chance for each students to have a work experience and clear learning objectives that connect school academy content to the real world employment. The transformative education like internship consist of developing full personal and professional potential. These are guided hands on learning, professionalism in workplace, soft and hard skill development, and employability.

In this context, the author got an opportunity to do the internship at The Four Point Hotel Surabaya starting from January 13<sup>rd</sup> 2021 to July 9<sup>th</sup> 2021. Four Point brand is one of the hotel by Marriot Group's. By this means, Four Point Brand has shown a great service quality on each one of their properties. This become one of the reason why the author decided to do internship at The Four Points Hotel Surabaya.

The author was positioned in Pastry department for 1 month, then moved to support Djaman Doeloe Restaurant for 5 Months 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. This is such a honor for the author to be able to work with professional and competent crew at The Four Points Surabaya.

### 1.2 Objective

- (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 The Benefit of Internship**

#### **1.3.1 The Benefit of Internship For Student**

- (a) Internship are useful for developing soft skill and interpersonal skill.
- (b) Interns are given more responsibility and allowed to take ownership of work.
- (c) Help the student to adjust to work environment
- (d) Have a potential facilitate networking and knowledge sharing
- (e) Enhance the employability of graduate students and lead to higher earnings.
- (f) Give students insight into industry they are entering for futher career choices.

#### **1.3.2 The Benefit of Internship For Akademi Kuliner dan Patiseri Ottimmo International**

- (a) Enhance the reputation and visibility of academic institution,
- (b) Enhance their potential to recruit students for the next internship cycle,
- (c) As a guideline to improve the curriculum in the next year.

#### **1.3.3 The Benefit of Internship for Four Points Surabaya**

- (a) Internship increases the probability of finding a new talented

employee.

(b) Provide useful labor at low cost.

(c) Recruitment and training cost can be reduced by employing interns.