

# 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. For this reason, internship is really important in terms of employability, creating a future leader, and educated individuals.

In this context, the author got an opportunity to do the internship at Four Points Pakuwon by Sheraton Surabaya starting from December 14<sup>th</sup> 2020 to June 14<sup>th</sup> 2021. Marriot brand is one of the largest Company that operates, franchises, and licenses lodging including Hotel and residential, and timeshare. By this means, Marriot Brand has shown a great service quality on each one of their properties. With a growing collection of outstanding restaurants, Four Points Pakuwon by Sheraton is quickly cementing its reputation as on of leading culinary destination. This become one of the reason why the author decided to do her internship at Four Points Pakuwon by Sheraton Surabaya.

The author was positioned in cold kitchen department at Djaman Doeloe Resto & Bar for 6 months, then moved to support Magnolia Restaurant for a month 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 great leadership.

This is such a honor for the author to be able to work with professional and competent crew at Four Points Pakuwon by Sheraton 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 practice and improve time management, communication skill, and confidence.
- (i) 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 such us self confidence, team working, time management, and creativity.
- (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 Pakuwon by Sheraton 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