

CHAPTER I

INTRODUCTION

1.1. Background

Since the ancient times, hospitality has been one of the most classical antiquity that people looked for to rest and relax. Hospitality itself is the act of comforting the guest and make the guest feel welcome. The first hotels to be recorded in 700s was in Japan, they called it Ryokans which means Japanese style inns.

The author is a newcomer to the hospitality and the F&B culinary industry, completely new to the environment, this internship program has helped the author to gained many new things. In this case, the author has been given an opportunity to do the internship program at JW Marriott Surabaya.

JW Marriott is an international brand which was held under the license of Marriott Bonvoy group. J. Willard Marriott the founder of the Marriott group and his son Bill Marriott who later continued his father legacy and expand the Marriott group and many more. To commemorate his father, Bill Marriott built the JW Marriott which stands for his father's name.

JW Marriott is one of the few luxurious classes in the Marriott Bonvoy group and is without a question one of the best hotel in Surabaya right now and it is one of the reason the author had chosen JW Marriott as its internship place. The author was given a choice to choose freely from the available restaurants at the JW Marriot Surabaya and the author chose Tang Palace which is the Chinese restaurants.

It is such an honor to be given the chance to do the internship at JW Marriott and to work alongside professional chefs.

1.2. Objective of Internship

- Graduation Requirement
- To gain new knowledge and experience
- To develop new skill and techniques
- To understand the reality of working in the kitchen
- To develop new networks for future references

1.3. Benefit of Internship

1.3.1.1. For Student

- Gaining new knowledge and skills
- Enhance the employability of graduate students
- Developing networks for future references

1.3.2. For Campus

- Helping the network and reputation for the campus
- Helping the campus to give an internship reference for the future

1.3.3. For JW Marriott

- Helping to get new internship in the future
- Finding intern for future employee reference