

INTERNSHIP REPORT

**“DIM SUM TRAINING AT TANG PALACE
JW MARRIOTT SURABAYA”**



ARRANGED BY:

DANIEL PUTRA SOEGIONO

1874130010074

CULINARY ARTS STUDY PROGRAM

**OTTIMMO INTERNATIONAL
MASTERGOURMET ACADEMY SURABAYA**

2021

INTERNSHIP REPORT

DIM SUM TRAINING AT TANG PALACE JW MARRIOTT SURABAYA

Arranged by:

Daniel Putra Soegiono

1874130010074

Done the internship from January 5th 2021 until July 5th 2021 at Tang Palace, JW Marriott
Surabaya

Approved by:

Supervisor,

Examiner I

Examiner II

Gilbert Yanuar Hadiwirawan
, A. Md, Par

NIP. 199001011701041

Ryan Yeremia Iskandar,
SS

NIP. 198212181601023

Yohanna Prasetyo,
S.Sn, A.Md. Par

NIP. 198810181701044

Knowing,

**Director Of OTTIMMO
International Mastergourmet
Academy,**

**Head of Study Program Culinary Art,
Ottimmo International
MasterGourmet Academy.**

Zaldy Iskandar, B.SC.
NIP. 197310251201001

Hilda Tjahjani Iskandar, S.E., M.M
NIP. 199002152002071

APPROVAL

Title : Dim Sum Training at Tang Palace JW Marriott Surabaya
Company Name : JW Marriott Hotel Surabaya
Company Address : Jalan Embong Malang 85-89, Surabaya
No. Telp : (031) 5458888

Which is carried out by Student of Culinary Arts study program OTTIMMO International Mastergourmet Academy Surabaya

Name : Daniel Putra Soegiono
Student No. : 1874130010074

Has been tested and declared successful

Approve,

Surabaya, 26 July 2021

Advisor

Supervisor

Gilbert Yanuar Hadiwirawan, A. Md, Par
NIP. 199001011701041


Stevan Ruutana
Asst. Training Manager

Knowing,

Director of OTTIMMO International MasterGourmet Academy Surabaya

Zaldy Iskandar, B.Sc. NIP.
197310251201001

ACKNOWLEDGEMENT

All praise and thanks to God for the successful completion of this report. The Author can complete the writing of this internship report based on 6 months of training at JW Marriott Hotel Surabaya. This report is prepared as one of the requirements to complete the Diploma III of Culinary Arts in Ottimmo International.

In the process of completing this report, The Author had received guidance and assistance from various parties. To that end, The Author expresses their sincere gratitude to:

1. Firstly, to the Almighty God whom has given author everything until today because without HIM, the author is nothing.
2. Mr. Gilbert Yanuar Hadiwirawan as the author's advisor who has been guiding throughout the completion of the report.
3. Mr. Kukuh Setyawan who helped the author to get in touch with the hotel management.
4. Ms. Irra C Dewi, S.Pd, M.S.M as Head of the Culinary Arts Studies Program.
5. Mr. Zaldy Iskandar as the Director of OTTIMMO International MasterGourmet Academy Surabaya.
6. Mr. Stevan as the human resource department team whom helped the author throughout the internship.
7. Chef Chong Loong Fat as the Dim Sum Chef of TANG PALACE JW Marriott whom has helped the author in the process of learning in this internship.
8. Family and Friends who always support the author during the process of this internship.

Plagiarism Statement

I certify that this assignment/report is my own work, based on my personal study and/or research and that I have acknowledged all material and sources used in its preparation, whether they be books, articles, reports, lecture notes, and any other kind of document, electronic or personal communication. I also certify that this assignment report has not previously been submitted for assessment in any other unit, except where specific permission has been granted from all unit coordinators involved, or at any other time in this unit, and that I have not copied in part or whole or otherwise plagiarized the work of other students and /or persons.

On this statement, I am ready to bear the risk/any sanctions imposed to me in accordance with applicable regulations, if in the future there is a breach of scientific ethics, or you have a claim against the authenticity of my work.

Table of Contents

INTERNSHIP REPORT	2
APPROVAL	3
ACKNOWLEDGEMENT	4
Plagiarism Statement	5
Table of Contents	6
Executive Summary	10
CHAPTER I	Error! Bookmark not defined.
INTRODUCTION	Error! Bookmark not defined.
1.1. Background	Error! Bookmark not defined.
1.2. Objective of Internship	Error! Bookmark not defined.
1.3. Benefit of Internship	Error! Bookmark not defined.
1.3.1.1. For Student	Error! Bookmark not defined.
1.3.2. For Campus.....	Error! Bookmark not defined.
1.3.3. For JW Marriott.....	Error! Bookmark not defined.
CHAPTER II	Error! Bookmark not defined.
General Description of Company	Error! Bookmark not defined.
2.1. History of Company	Error! Bookmark not defined.
2.2. Vision, Mission, and Core Values	Error! Bookmark not defined.
2.2.1. Vision	Error! Bookmark not defined.
2.2.2. Mission	Error! Bookmark not defined.
2.2.3. Core Values	Error! Bookmark not defined.
2.3. Organization Structure – Tang Palace.....	Error! Bookmark not defined.
2.3.1. Job Description	Error! Bookmark not defined.
2.4. Company Overview.....	Error! Bookmark not defined.
2.4.1. Location	Error! Bookmark not defined.
2.4.2. JW Marriott Surabaya Overview.....	Error! Bookmark not defined.
2.4.5. About JW Marriott Surabaya.....	Error! Bookmark not defined.
Chapter III	Error! Bookmark not defined.
INDUSTRIAL TRAINING ACTIVITIES	Error! Bookmark not defined.
3.1. Place of Assignment.....	Error! Bookmark not defined.
3.2. Activities Performed	Error! Bookmark not defined.
3.3. Job Description Based on Workmanship.....	Error! Bookmark not defined.

3.4. Products produced during internship	Error! Bookmark not defined.
3.4.1. Singapore Wonton Noodle	Error! Bookmark not defined.
3.4.2. Ice Jelly.....	Error! Bookmark not defined.
3.5. Problem Faced and How to Solve Them	Error! Bookmark not defined.
3.5.1. Limited Human Resource.....	Error! Bookmark not defined.
3.5.2. New to the industry	Error! Bookmark not defined.
3.5.3. Working Time	Error! Bookmark not defined.
3.5.4. Assumption	Error! Bookmark not defined.
3.5.5. Own Mistakes	Error! Bookmark not defined.
CHAPTER IV	Error! Bookmark not defined.
CONCLUSION AND SUGGESTION	Error! Bookmark not defined.
4.1. Conclusion	Error! Bookmark not defined.
4.2. Suggestion	Error! Bookmark not defined.
4.2.1. For Students	Error! Bookmark not defined.
4.2.2. For JW Marriot Surabaya	Error! Bookmark not defined.
4.2.3. For Ottimmo International.....	Error! Bookmark not defined.
Bibliography	Error! Bookmark not defined.
Appendix	Error! Bookmark not defined.

List of Picture

Picture 1	16
Picture 2	19
Picture 3	20
Picture 4	21
Picture 5	21
Picture 6	23
Picture 7	23
Picture 8	24
Picture 9	24
Picture 10	24
Picture 11	25
Picture 12	25
Picture 13	25
Picture 14	26
Picture 15	26
Picture 16	27
Picture 17	32
Picture 18	32
Picture 19	37
Picture 20	38
Picture 21	39
Picture 22	40
Picture 23	40
Picture 24	40

List of Table

Table 1	21-22
Table 2	29-31

Executive Summary

Internship are one of the qualifications to complete the diplomat program on Ottimmo International Mastergourmet Academy. The internship program last for 6 months and the author started the internship on the 5th of January 2021 and finished the internship at 5th of July 2021. The author's internship was at JW Marriott Surabaya.

For the past 6 months, the author had gained various kinds of knowledge and experiences from the internship at JW Marriott Surabaya. One of the reason why the author had chosen JW Marriott as the place for the internship is because, JW Marriott is one of the best Hotel that can be found in Surabaya. There are various restaurants at JW Marriott Surabaya which are: Pavilion which is the main restaurant, Tang Palace which is the Chinese restaurant, Uppercut which is the fine dining restaurant, and finally Imari which is the Japanese Restaurant.

The Tang Palace team has given the author many valuable things and lesson which the author is really grateful for all things. The team has always share their experience and knowledge without any hesitation and they are also willing to learn new things from the trainees.

Since day one, the author was confused and even getting yelled at something that the author didn't do and the first two week felt like hell but the author didn't give up there and kept on trying and trying over and over again. After moving to Tang Palace, the author really felt being taken care of and started to improve more and more and until the end of the internship.

This report will be the living proof the author's experience during the internship program for the past 6 months. Starting from the beginning of the orientation until the end of the internship program. Many hardships and happy moment were encountered during this short time of period. This internship is not just a daily cycle of just getting to work and go home but it's an opportunity to gain new knowledge every day, new things were learnt, new skills were developed, and finally new connection were built.