INTERNSHIP REPORT GARDE MANGER AT FOUR POINTS BY SHERATON SURABAYA



\mathbf{BY}

YOSEPHIEN TANJANI

1874130010050

STUDY PROGRAM OF CULINARY ART
OTTIMMO INTERNATIONAL
MASTERGOURMET ACADEMY
SURABAYA

2021

APPROVAL

Title : Internship Report "Garde Manger at Four Points by

Sheraton Surabaya"

Company Name : Four Points by Sheraton Surabaya

Company Address : Jl. Embong Malang No. 25-31 Kedungdoro, Kec.

Tegalsari, Kota Surabaya, Jawa Timur 60261

Phone/Fax : (031) 5477488

Which is carried out by Students of Culinary Arts study program OTTIMMO

International MasterGourmet Academy Surabaya

Name : Yosephien Tanjani

Student No. : 1874130010050

Has been declared successful.

Approve, Surabaya, October 5th 2021

Advisor Supervisor

Ryan Yeremia Iskandar, SS

NIP. 198212181601023 Chef de Cuisine Four Points Surabaya

Knowing,

Director of OTTIMMO International

MasterGourmet Academy Surabaya

Zaldy Iskandar, B.Sc.

NIP. 197310251201001

EXAMINER APPROVAL GARDE MANGER AT FOUR POINTS BY SHERATON SURABAYA

Arranged by:

Yosephien Tanjani

1874130010050

Done the Internship from 5th April 2021 until 4th October 2021 at Four Points By Sheraton Surabaya

Approved by:

Supervisor, Examiner I, Examiner II,

Ryan Yeremia Nurul Azizah Choiriyah, Latifathur Rahmah

<u>Iskandar, SS</u> <u>S.TP.,M.Sc</u> <u>S.Pd.,MPd</u>

NIP. 198212181601023 NIP. 199002152002071 NIP. 199402252002070

Knowing,

Director of OTTIMMO International Head of Study Program
Culinary Art, Master Gourmet Academy OTTIMMO International
Surabaya Master Gourmet Academy Surabaya

Zaldy Iskandar, B.Sc. <u>Hilda Tjahjani Iskandar, SE., M.M.</u>

NIP. 197310251201001 NIP. 196910292002072

ACKNOWLEDGMENT

Praise and Thanks to God Almighty for the successful and completion of this report. This report is prepared based on the result of industrial training conducted by Author during 6 months at Four Points by Sheraton Surabaya. This report is prepared as one of the requirements to complete Diploma III of Culinary Arts. In the process of completion of this report, the Author has received much guidance and assistance from various parties. To that end, the Author convey sincere thanks to:

First and foremost, to God Almighty for giving the author strength, time, ability, and opportunity to undertake the study and complete the report.

- Mr. Zaldy Iskandar, B.SC. as Director of OTTIMMO International MasterGourmet Academy Surabaya
- 2. Mrs. Hilda Tjahjani, S.E., M.M. as Head of the Culinary Arts Programme.
- 3. Mr. Ryan Yeremia Iskandar as Advisor who has guided, provide guidance and suggestions until the completion of this report
- 4. Mr. Robby Jie as student affairs who guided and helped the author regarding the internship matters
- 5. Mr. Masri as Complex HR General Manager who has given the place of industrial training implementation.
- 6. Mr. Judi Kristiyanto as a Chef de Cuisine at Four Points by Sheraton Surabaya for trained the author with patience and understanding
- 7. The Author Parents and Collegues who support the Author mentally during the research period

Finally, the Author hope that this report can be useful for us all.

Surabaya, 11th October 2021

Yosephien Tanjani

PLAGIARISM STATEMENT

I certify that this assignment/report is my on 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 aware that the incorporation of material from other works of that material without recognition will be treated as plagiarism. 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 plagiarised 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 future there is such a breach of scientific ethics, or you have a claim against the authenticity of my work.

Surabaya, 11th October 2021

Yosephien Tanjani

TABLE OF CONTENTS

| APPROVAL | i |
|--------------------------------------------------------------------|---------------|
| EXAMINER APPROVAL | ii |
| ACKNOWLEDGMENT | iii |
| PLAGIARISM STATEMENT | iv |
| TABLE OF CONTENTS | v |
| LIST OF FIGURE | viii |
| LIST OF TABLE | x |
| CHAPTER I | 1 |
| INTRODUCTION | 1 |
| 1.1 Background | 1 |
| 1.2 Objective | 2 |
| 1.3 The Benefit of Internship | 2 |
| 1.3.1 The Benefit of Internship for Student | 2 |
| 1.3.2 The Benefit of Internship for Ottimmo International Culinary | y and |
| Patisserie Academy | 3 |
| 1.3.3 The Benefit of Internship for Four Points by Sheraton Suraba | ı ya 3 |
| CHAPTER II | 4 |
| GENERAL DESCRIPTION OF COMPANY | 4 |
| 2.1 History of Company | 4 |
| 2.2 Company Overview | 8 |
| 2.2.1 Location | 8 |
| 2.2.2 Four Points by Sheraton Surabaya | 9 |
| 2.2.3 Acommodation | 17 |

| 2.2.4 Standard Operating Procedure | 21 |
|--------------------------------------------|----|
| 2.3 Vision, Mission, & Company Objectives | 21 |
| 2.3.1 Vision | 21 |
| 2.3.2 Mission | 21 |
| 2.3.3 Company Objectives | 21 |
| 2.4 Organizational Structure and Main Task | 22 |
| CHAPTER III | 25 |
| INDUSTRIAL TRAINING ACTIVITY | 25 |
| 3.1 Place of Assignment | 25 |
| 3.2 Activities Performed | 25 |
| 3.2.1 Lime Restaurant | 25 |
| 3.3 Job Description Based on Workmanship | 30 |
| 3.4 Product of Internship | 32 |
| 3.5 Hygiene and Sanitation | 35 |
| 3.5.1 Personal Hygiene | 35 |
| 3.5.2 Kitchen | 36 |
| 3.5.3 Walk-In-Chiller | 37 |
| 3.6 Problem Faced and How To Solve Them | 37 |
| 3.6.1 Uncooperative Mentor | 37 |
| 3.6.2 Guest's Complain | 37 |
| 3.6.3 New to field | 38 |
| 3.6.4 Assuming Things | 38 |
| 3.6.5 Limited Staff | 38 |
| 3.6.6 Unspecific Information | 39 |
| 3.6.7 Different Recine and Standard | 30 |

| 3.6.8 | 3 Trainee's Errors | 39 |
|--------|---------------------|----|
| CHAPTI | ER IV | 40 |
| CONCL | USION AND SUGESTION | 40 |
| 4.1 | Conclusion | 40 |
| 4.2 | Suggestion | 41 |
| BIBLIO | GRAPHY | 43 |
| APPENI | DIX | 44 |

LIST OF FIGURE

| Figure 1. Four Points by Sheraton Map (Four Points, 2021) | 8 |
|------------------------------------------------------------------------|----|
| Figure 2. Four Points Tower (Four Points, 2021) | 9 |
| Figure 3. Four Points by Sheraton Exterior (Four Points, 2021) | 10 |
| Figure 4. Four Points Lobby (Four Points, 2021) | 10 |
| Figure 5. Four Points Lobby Lounge (Four Points, 2021) | 11 |
| Figure 6. Four Points Lobby Lounge (Four Points, 2021) | 11 |
| Figure 7. Four Points Lobby Lounge (Four Points, 2021) | 12 |
| Figure 8. Four Wrapped/Cake (Four Points, 2021) | 12 |
| Figure 9. Four Points Swimming Pool (Four Points, 2021) | 13 |
| Figure 10. Four Points Fitness Center (Four Points, 2021) | 13 |
| Figure 11. Four Points Lime Restaurant (Four Points, 2021) | 14 |
| Figure 12. Four Points Lime Restaurant (Four Points, 2021) | 14 |
| Figure 13. Four Points Lime Restaurant (Four Points, 2021) | 15 |
| Figure 14. Four Points Lime Restaurant (Four Points, 2021) | 15 |
| Figure 15. Meeting Rooms (Four Points, 2021) | 16 |
| Figure 16. Four Points Room (Four Points, 2021) | 17 |
| Figure 17. Four Points Room (Four Points, 2021) | 18 |
| Figure 18. Four Points Room (Four Points, 2021) | 19 |
| Figure 19. Four Points Room (Four Points, 2021) | 20 |
| Figure 28. Fresh Fruit (Personal Documentation, 2021) | 25 |
| Figure 29. Sushi Corner (Personal Documentation, 2021) | 26 |
| Figure 30. Salad Bar (Personal Documentation, 2021) | 26 |
| Figure 31. Salad Dressing (Personal Documentation, 2021) | 26 |
| Figure 32. Yogurt Bar (Personal Documentation, 2021) | 26 |
| Figure 33. Assorted Cheese (Personal Documentation, 2021) | 27 |
| Figure 34. Cold Cut and Seafood Marunda (Personal Documentation, 2021) | 28 |
| Figure 35. Rujak Manis and Rujak Cingur (Personal Documentation 2021) | 28 |
| Figure 36. Salads (Personal Documentation, 2021) | 28 |
| Figure 37. Canapes (Personal Documentation, 2021) | 28 |

| Figure 38. Canapes (Personal Documentation, 2021) | 29 |
|----------------------------------------------------------------------|----|
| Figure 39. Seafood on Ice (Personal Documentation, 2021) | 29 |
| Figure 40. Fresh Fruit (Personal Documentation, 2021) | 29 |
| Figure 41. Canapes and Assorted Sushi (Personal Documentation, 2021) | 29 |
| Figure 20. Caesar Salad (Four Points, 2021) | 32 |
| Figure 21. Organic Tomato Salad (Personal Documentation, 2021) | 32 |
| Figure 22. Bukan Gado-gado Biasa (Personal Documentation, 2021) | 33 |
| Figure 23. Club Sandwich (Personal Documentation, 2021) | 33 |
| Figure 24. Organic Apple Salad (Personal Documentation, 2021) | 33 |
| Figure 25. Tuna Wrapped (Personal Documentation, 2021) | 34 |
| Figure 26. Grilled Prawn Caesar Salad (Personal Documentation, 2021) | 34 |
| Figure 27. Pempek (Personal Documentation, 2021) | 34 |

LIST OF TABLE

| Table 1 | Job Activities | n |
|----------|----------------|---|
| rable r. | JOU ACTIVITIES | U |

EXECUTIVE SUMMARY

This report is a partial requirement of internship program and also the last step to compete our studies at Ottimmo Culinary and Patisserie International Academy. In 6 months, from April 2021 to October 2021 the Author did the internship at Four Points by Sheraton Surabaya. Author assigned operate in Garde Manger division at Lime Restaurant.

Four Points by Sheraton is a multinational hotel brand operated by Marriott International that targets business travellers and small conventions. Where timeless classic are woven with modern details. For this reason, Author choose Four Points by Sheraton Surabaya as a place to conduct an internship program.

Four Points by Sheraton Surabaya has allowed the Author practically experiences the world tourism and hospitality business in Indonesia. For the past 6 months, the author earned good grace and knowledge from the chefs and each team members. The Author found that many cast and crew at Four Points by Sheraton Surabaya are just started to dive into culinary industry since Four Points by Sheraton Surabaya newly opened. They somehow provided a great training which motivates the Author to improve be better person. In addition, all chefs always ensure all trainees got a chance to learn as much as possible. Therefore, even within a short period of time, the Author had learned a lot and got a chance to learn as much as possible. Therefore, even within a short period of time, the author had learned a lot and gotten proper training during the internship at Four Points by Sheraton Surabaya.

In this report, author will specify the experience during the internship period. The report contains the company profile, evaluation performance, and job details.

Keyword: Four Points by Sheraton Surabaya, Internship, Hospitallity