

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 every day. 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 development, and employability, creating a future leader, and educated individuals.

In this context, the Author got an opportunity to do the internship at Four Points by Sheraton Surabaya starting from 5th April to 4th October 2021. Marriott brand is one of the largest company that operates, franchises, and licenses lodging including Hotel and residential, and timeshare. By this means, Marriott Brand has shown a great service quality on each one of their properties. With a growing collection of outstanding restaurants, Four Points by Sheraton Surabaya is quickly cementing its reputation as one of leading culinary destination. This become one of the reason why the Author decided to do her internship at Four Points by Sheraton Surabaya.

The Author was positioned in cold kitchen department at Lime Restaurant for 6 month and tried to gather knowledge, hard skill, and soft skill. For the past 6 months the Author learned so many from how to handle, prepare and store food properly, gathering concept and ideas for recipe, how to communicate, work as a strong team and trust the team, and also learn about the great leadership.

This is such a honor for the Author to be able to work with professional and competent crew at Four Points 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 the real world.
- (c) Enhance trainee understanding of organization skill.
- (d) Provide trainee a proper training to handle food 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 as self confidence, team work, 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 the further career choices.

1.3.2 The Benefit of Internship for Ottimmo International Culinary and Patisserie Academy

- (a) Enhance the reputation and visibility of academic institution.
- (b) Enhance 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 by Sheraton Surabaya

- (a) Internship increases the probability of finding a new talented employee.
- (b) Provide useful labour at low cost.
- (c) Recruitment and training cost can be reduced by employing interns.