

CHAPTER I

INTRODUCTION

1.1 Background of Study

The culinary industry as part of hospitality is an always growing business. It is fast paced and everyone in the business is expected to be flexible of change. Working in culinary industry needs more than knowledge and competence. It also needs good interpersonal skills. Meaning that what is learned at a culinary academy will not be enough to prepare a student in employment world. Thus, industrial training is needed.

Learning at a culinary academy only covers the fundamental theory and practice. Whereas, industrial training helps students by honing their hard skill and soft skill with day-to-day activities and handling arguments or complaints from superior and guests. Industrial training also helps students in dealing with critical situations.

This industrial training which the author underwent, is an assignment for OTTIMMO International Mastergourmet Academy Surabaya's students to fulfill the requirement of getting a diploma. The industrial training is carried out by channeling the students to the F&B industries according to their interest.

Through this opportunity, the author chose The Westin Jakarta, a 5-star hotel, to complete this assignment. Other than being one of the world's largest hotel company, The Westin Jakarta is known as the tallest hotel in Indonesia. It also has its own values and purpose which has great cause for their associates and guests.

The author was placed in cold kitchen department for six months. In the first one month, the author was assigned to help for banquet events. Then, with guidance from the team, the author handled items for Daily Treats, afternoon tea at Daily Treats, and afternoon tea at Club Lounge from the second month till the end. It is an honor to be able to work with such a great team, that the author learned so much from them.

1.2 Industrial Training Objectives

- a. To fulfill the requirement to graduate from OTTIMMO International Mastergourmet Academy Surabaya.
- b. To implement what is taught in the academy.
- c. To learn new recipes, techniques, and operational efficiency to meet the working standard.
- d. To improve creativity and sense of responsibility in work.
- e. To learn working and coordinating with team effectively.
- f. To learn dealing with critical situations.
- g. To evaluate daily operations in a hotel.

1.3 Industrial Training Benefits

1.3.1 Benefits for Student

- a. Fulfilling the requirement of getting Diploma III of Culinary Arts from OTTIMMO International Mastergourmet Academy Surabaya.
- b. Improving knowledge, techniques, and interpersonal skills to meet the working standard.
- c. Becoming more responsible with given task.
- d. Building network with associates for future necessities.

1.3.2 Benefits for OTTIMMO International Mastergourmet Academy

- a. As an evaluation for curriculum improvement, measured by student appraisal form.
- b. Building cooperation between the academy and the hotel.
- c. Increasing popularity and reputation of the academy to the hotel and associates.
- d. As a reference for prospective industrial trainees.

1.3.3 Benefits for The Westin Jakarta

- a. Saving labor expenses by recruiting more trainees rather than daily/casual workers.
- b. Finding prospective associates from talented trainees.