

BIBLIOGRAPHY

209 Dining. 2021. 209 Dining. [Instagram]. Available at: <<https://www.instagram.com/209dining/?hl=en>> [Accessed 18 June 2021].

→, V., 2021. *TANGERINE DREAM SPA by VASA HOTEL SURABAYA* - *CityMagz*. [online] CityMagz. Available at: <<https://www.citymagz.net/tangerine-dream-spa-by-vasa-hotel-surabaya/>> [Accessed 27 July 2021].

Bibguru. 2021. *Harvard: how to cite a Facebook page [Update 2020]* - *BibGuru*. [online] Available at: <[https://www.bibguru.com/g/harvard-facebook-citation/#:~:text=Here%20is%20the%20basic%20format,Accessed%3A%20Date%20of%20access\).](https://www.bibguru.com/g/harvard-facebook-citation/#:~:text=Here%20is%20the%20basic%20format,Accessed%3A%20Date%20of%20access).>)> [Accessed 17 August 2021].

Bonne Journe. 2021. Bonne Journe. [Instagram]. Available at: <<https://www.instagram.com/bonnejournesby/?hl=en>> [Accessed 20 June 2021].

Businesstravelnews.com. 2021. *Vasa Hotel Surabaya*. [online] Available at: <<https://www.businesstravelnews.com/Hotels/Surabaya-Indonesia/Vasa-Hotel-Surabaya-p51715402>> [Accessed 8 July 2021].

Celebrate-indonesia.com. 2021. *Celebrate Indonesia*. [online] Available at: <<http://celebrate-indonesia.com/detail/index/551>> [Accessed 27 July 2021].

Dinie, t., 2021. *Vasa Hotel Surabaya Resmi Dibuka*. [online] hotelkita.id. Available at: <<http://hotelkita.id/vasa-hotel-surabaya-resmi-dibuka/>> [Accessed 12 June 2021].

kabarbisnis.com. 2021. *Vasa Hotel dikenalkan, hotel bintang 5 bertambah di Surabaya | Hotel & Travel*. [online] Available at: <<https://www.kabarbisnis.com/read/2871423/vasa-hotel-dikenalkan-hotel-bintang-5-bertambah-di-surabaya>> [Accessed 12 June 2021].

Kabar Surabaya. 2021. *Xiang Fu Hai Restaurant Lengkapi Vasa Hotel Surabaya - Kabar Surabaya*. [online] Available at: <<https://kabarsurabaya.com/ekonomi-dan-bisnis/xiang-fu-hai-restaurant-lengkapi-vasa-hotel-surabaya/>> [Accessed 28 July 2021].

KASKUS. 2021. *Terjual Voza Premium Office, Strategis, Cbd Surabaya | Br198 A*. [online] Available at: <<https://fjb.kaskus.co.id/product/5ea6366da727687a0c2a42eb/voza-premium-office-strategis-cbd-surabaya--br198-a>> [Accessed 27 July 2021].

Jelajah-indonesia.co.id. 2021. *Vasa Hotel Surabaya – Jelajah Indonesia*. [online] Available at: <<https://jelajah-indonesia.co.id/vasa-hotel-surabaya/>> [Accessed 15 June 2021].

Library.leeds.ac.uk. 2021. *Instagram | Leeds Harvard referencing examples | Study and research support | Library | University of Leeds*. [online] Available at: <<https://library.leeds.ac.uk/referencing-examples/9/leeds-harvard/1043/instagram>> [Accessed 17 August 2021].

Meetings-conventions.com. 2021. *Vasa Hotel Surabaya - Surabaya, Indonesia Meeting Rooms & Event Space | Meetings & Conventions*. [online] Available at: <<https://www.meetings-conventions.com/Meeting-Event-Venues/Surabaya-Indonesia/Convention-Hotel/Vasa-Hotel-Surabaya-p51688744>> [Accessed 9 July 2021].

Merdeka.com. 2021. *Kisah Pengusaha Bangun Hotel Rp1,8 T, Jokowi 2 Kali Nginap Sampai Kirim Surat | merdeka.com.* [online] Available at: <<https://www.merdeka.com/trending/kisah-pengusaha-bangun-hotel-rp18-t-jokowi-2-kali-nginap-sampai-kirim-surat.html>> [Accessed 12 June 2021].

Pencahaya, D., Design, B. and Design, B., 2021. *Holy Matrimony Wedding | Bleubell Design | Bridestory.* [online] Bridestory.com. Available at: <<https://www.bridestory.com/id/bleubell-design/projects/holy-matrimony-wedding1616505559>> [Accessed 9 July 2021].

TripAdvisor. 2021. *Chamas Brazilian Churrascaria.* [online] Available at: <https://www.tripadvisor.fr/Restaurant_Review-g297715-d15197077-Reviews-Chamas_Brazilian_Churrascaria-Surabaya_East_Java_Java.html> [Accessed 25 June 2021].

TripAdvisor. 2021. *VASA HOTEL SURABAYA \$33 (\$85) - Updated 2021 Prices & Reviews - Java - Tripadvisor.* [online] Available at: <https://www.tripadvisor.com/Hotel_Review-g297715-d11832040-Reviews-Vasa_Hotel_Surabaya-Surabaya_East_Java_Java.html> [Accessed 17 June 2021].

Vasa Hotel Surabaya. 2021. *209 Dining | Restaurant in Surabaya | Hotel Buffet Surabaya.* [online] Available at: <<https://www.vasahotelsurabaya.com/dining/209-dining>> [Accessed 28 July 2021].

Vasa Hotel Surabaya. 2021. *Breccia Suite | Suites Hotel Surabaya | Surabaya Where To Stay.* [online] Available at: <<https://www.vasahotelsurabaya.com/breccia-suite>> [Accessed 27 July 2021].

Vasa Hotel Surabaya. 2021. *Chamas Churrascaria / Brazilian BBQ Surabaya / Surabaya Restaurants*. [online] Available at: <<https://www.vasahotelsurabaya.com/dining/chamas-churrascaria>> [Accessed 28 July 2021].

Vasa Hotel Surabaya. 2021. *Executive Room / Where to Stay Surabaya / Vasa Hotel Surabaya*. [online] Available at: <<https://www.vasahotelsurabaya.com/executive-room>> [Accessed 27 July 2021].

Vasa Hotel Surabaya. 2021. *Facilities / Surabaya Places To Stay / Vasa Hotel Surabaya*. [online] Available at: <<https://www.vasahotelsurabaya.com/facilities>> [Accessed 27 July 2021].

Vasa Hotel Surabaya. 2021. *Hotel in Surabaya near shopping malls. Enjoy complimentary Executive Club Lounge access for our Executive Room..* [online] Available at: <<https://www.vasahotelsurabaya.com/glacier-suite>> [Accessed 27 July 2021].

Vasa Hotel Surabaya. 2021. *Lobby Lounge / Surabaya Lounge Bars / Surabaya Bars*. [online] Available at: <<https://www.vasahotelsurabaya.com/dining/lobby-lounge>> [Accessed 28 July 2021].

Vasa Hotel Surabaya. 2021. *Meetings & Events / Business Hotel Surabaya / Meeting Room Surabaya*. [online] Available at: <https://www.vasahotelsurabaya.com/meeting_and_events> [Accessed 9 July 2021].

Vasa Hotel Surabaya. 2021. *One Bedroom / Hotel Serviced Apartments Surabaya / Surabaya Hotels*. [online] Available at: <<https://www.vasahotelsurabaya.com/one-bedroom-apartment>> [Accessed 27 July 2021].

Vasa Hotel Surabaya. 2021. *Premium Room / Surabaya Hotels / Boutique Hotel Surabaya*. [online] Available at: <<https://www.vasahotelsurabaya.com/premium-room>> [Accessed 27 August 2021].

Vasa Hotel Surabaya. 2021. *Room - Detail page / Vasa Hotel Surabaya*. [online] Available at: <<https://www.vasahotelsurabaya.com/presidential-suite>> [Accessed 27 July 2021].

Vasa Hotel Surabaya. 2021. *Royal Suite / Luxury Hotel Surabaya / Luxury Accommodation Surabaya*. [online] Available at: <<https://www.vasahotelsurabaya.com/royal-suite>> [Accessed 27 July 2021].

Vasa Hotel Surabaya. 2021. *Select Room / Surabaya Accommodation / Surabaya Hotel Room*. [online] Available at: <<https://www.vasahotelsurabaya.com/select-room>> [Accessed 27 July 2021].

Vasa Hotel Surabaya. 2021. *Three Bedroom / Service Apartment Surabaya / Surabaya Family Room*. [online] Available at: <<https://www.vasahotelsurabaya.com/three-bedroom-apartment>> [Accessed 27 July 2021].

Vasa Hotel Surabaya. 2021. *Two Bedroom / Apartments Surabaya / Surabaya Hotels / Book Now*. [online] Available at: <<https://www.vasahotelsurabaya.com/two-bedroom-apartment>> [Accessed 27 July 2021].

Vasa Hotel Surabaya. 2021. Vasa Hotel Surabaya. [Facebook]. Available at: <https://m.facebook.com/vasahotelsurabaya/posts/specially-crafted-for-the-festive-season-enjoy-our-christmas-hampers-filled-with/2045852798827514/?locale=zh_CN> [Accessed 21 June 2021].

Vasa Hotel Surabaya. 2021. Vasa Hotel Surabaya. [Instagram]. Available at: <<https://www.instagram.com/vasahotelsurabaya/?hl=en>> [Accessed 18 June 2021].

Vasa Hotel Surabaya. 2021. *Weddings / Wedding Venues Surabaya / Surabaya Weddings*. [online] Available at: <<https://www.vasahotelsurabaya.com/weddings>> [Accessed 9 July 2021].

Vasa Hotel Surabaya. 2021. *Xiang Fu Hai / Chinese Restaurant in Surabaya / Chinese Cuisine*. [online] Available at: <<https://www.vasahotelsurabaya.com/dining/xiang-fu-hai>> [Accessed 28 July 2021].

APPENDIX



Picture 84. Pastry Kitchen Team 1 (Personal Documentation, 2021).



Picture 85. Pastry Kitchen Team 2 (Personal Documentation, 2021).



Picture 86. Trainees' Farewell Event (Personal Documentation, 2021).



VASA

HOTEL

SURABAYA

CERTIFICATE OF ACCOMPLISHMENT

The Management of Vasa Hotel Surabaya is pleased to present this Certificate to

Felicia Cindy

Ottimmo

for successful completion of **ON THE JOB TRAINING in Food and Beverage**
Product Department from 26 November 2020 until 25 May 2021.

Abdul Hakam
Cluster Training Manager

Rita Laksmiwati
Cluster Director of Human Resources

Internship Appraisal Form



AKADEMI KULINER & PATISERI
OTTIMMO[®]
INTERNASIONAL
CULINARY ARTS | GASTRONOMY | BAKING & PASTRY ARTS

INTERNSHIP

PLACE: Vasa Hotel Surabaya

First Name Felicia Last Name Cindy

Review Period/s : Monthly Quarterly Bi-annually Annually Date Joining
: 26 November 2020

Intern's Position : Kitchen staff Department : Pasury kitchen

REVIEW DATE : 24 May 2021 Direct Supervisor : Purbo Wibisono x

GRADING FACTORS

1. ORGANIZATIONAL & COMMUNICATION

Staffs Relations

Consistently demonstrates: attentiveness, courtesy and efficient service to other staff.
Creates friendly environment.

3,5

Team Player

Cooperates and works well with others. Enthusiastic, portrays s positive manner and
Works toward the Company's goal/s.

3,5

Follow -Through

Sees tasks through completion. Finishes work so that next shift is prepared.

3,5

2. CUSTOMERS INTERACTIONS

Customer Relations (*if any)

Consistently demonstrates: attentive, courtesy and efficient service to customers.
Treat customers with Considerations and Respects

3,5

3. PERSONAL PRESENTATIONS

Grooming Standards

Practices and displays proper grooming, personal hygiene and care.

3.5

Maintains hair and facial hair (*if any) per proper F&B industrial standards

Uniforms

Always wear the proper and designated uniform.

3.5

4. ON THE JOB & KNOWLEDGE

Dependability

Can be counted upon to do what is expected and required

4

Follow instructions and completes work on time with minimum supervision

Work Quality

Work performed according to Chef's standard and on-site work requirements

4

All job descriptions specification are met. Consistency in work. All recipes are followed

Work Quantity

Complete the expected amount of work in relation to Company's standards

3.5

Grading Guidelines.

Using the 4 point scale below, fill up the following table:

- 4 – Exceeds expectations
- 3.5 – Somewhat Exceeds Expectations
- 3 – Meets expectations
- 2.5 – Somewhat meets expectations
- 2 – Less than expectations
- 1.5 – Somewhat less than expectations
- 1 – Inadequately short of expectations

Discussions/Notes;

Felicia her child is very kind, neat, nimble, responsive, know about recipes and new things. With pastry team are also verry supportive and have good attitude.

PERFORMANCE SUMMARY * to be filled by OTTIMMO International

TOTAL POINTS _____

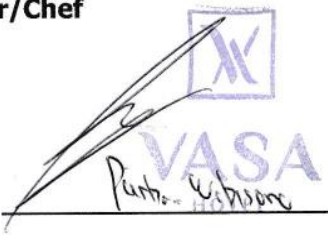
RATING _____

ACTION PLANS FOR DEVELOPMENT NEEDS

1. _____
2. _____
3. _____
4. _____
5. _____

III. SIGNATURES

On-Site Manager/Owner/Chef

Signature & Stamp:  _____

Dated 29/5/2021 _____

The Intern

Signature:  Felicia Cindy _____

Dated 24 May 2021 _____

OTTIMMO International MasterGourmet Academy

Signature & Stamp: _____
Dept. Head Student Affairs

Dated _____