

JW MARRIOTT HOTEL SURABAYA
INTERNSHIP REPORT



Arranged by:
NADIA IMAN
(1874130010003)

STUDY PROGRAM OF CULINARY ART
OTTIMMO INTERNATIONAL MASTERGOURMET
ACADEMY
SURABAYA
2021

APPROVAL

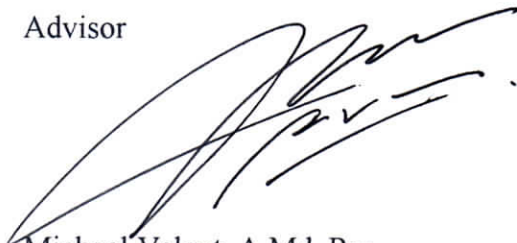
Title : Internship Report
Company Name : JW Marriott Hotel Surabaya
Address : Jalan Raya Embong Malang No. 85-89, Surabaya
No. Telp : (031) 5458888

Which is carried out by Students of Culinary Arts OTTIMMO International
MasterGourmet Academy Surabaya

Name : Nadia Iman
Reg. No. : 1874130010003

Has been tested and declared successful.

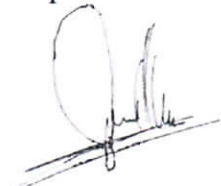
Approved by,
Advisor



Michael Valent, A.Md. Par
NIP. 19950219 2001 074

Surabaya, November 7th 2021

Supervisor



Andri Aryono
Executive Chef

Acknowledged by,

Director of OTTIMMO International MasterGourmet Academy Surabaya



SEAL OF THE ACADEMY
OTTIMMO
INTERNATIONAL
MASTERGOURMET ACADEMY SURABAYA

Zaldy Iskandar, B.Sc
NIP. 19731025 1201 001

INTERNSHIP REPORT
JW MARRIOTT HOTEL SURABAYA

Arranged by:
Nadia Iman (1874130010003)

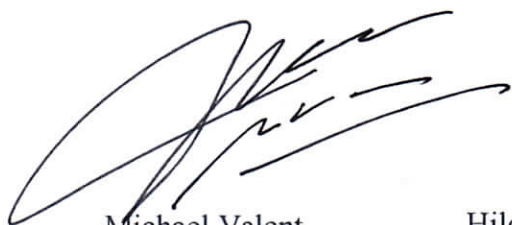
Done the internship period from May 4th 2021 – November 4th 2021 at JW
Marriott Hotel Surabaya

Approved by:

Advisor,

Examiner 1

Examiner II



Michael Valent,

A.MD. Par

NIP. 19950219 2001 074



Hilda Tjahjani Iskandar,

SE, AK, CA, MM

NIP. 19691029 2002 072



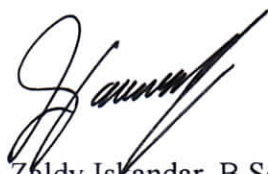
Latifahur Rahmah

S.Pd., M.Pd

NIP. 19940225 2002 707

Knowing,

**Director of OTTIMMO
Internasional MasterGourmet
Academy,**



Zaldy Iskandar, B.Sc

NIP. 19731025 1201 001

**Head of Study Program Culinary
Art, OTTIMMO International
MasterGourmet Academy,**



Hilda Tjahjani Iskandar, SE, AK, CA

NIP. 19691029 2002 072

ACKNOWLEDGEMENT

Praise and thanks to God Almighty for the successful completion of this report. This report is prepared based on industrial training results conducted by the Author for 6 months in JW Marriott Surabaya. This report is prepared as one of the requirements to complete the 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 express their sincere thanks to:

1. Mr. Zaldy Iskandar as Director of OTTIMMO International MasterGourmet Academy Surabaya.
2. Ms. Hilda Tjahjani Iskandar as Head of Study Program of OTTIMMO International MasterGourmet Academy Surabaya.
3. Mr. Michael Valent as Advisor, who has guided, provide guidance and suggestions until the completion of this report.
4. Mr. Andri Aryono as an Executive Chef and Mr. Lukmanul Hakim as an Executive Sous Chef of JW Marriott Hotel Surabaya.
5. Mr. Stevan P. Ruutana as Assistant Learning and Development Manager of JW Marriott Hotel Surabaya.
6. Other parties who wish to referred as parents, friends, etc.

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

Surabaya, November 30th 2021



Nadia Iman

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 source used in its preparation, whether they're 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 claim against the authenticity of my work.

Surabaya, November 30th, 2021



Nadia Iman

TABLE OF CONTENT

| | |
|--|------|
| APPROVAL..... | ii |
| ACKNOWLEDGEMENT..... | iv |
| PLAGIARISM STATEMENT..... | v |
| LIST OF PICTURES..... | vii |
| LIST OF TABLES..... | viii |
| EXECUTIVE SUMMARY..... | ix |
| CHAPTER I – INTRODUCTION | |
| 1.1 Background Study..... | 1 |
| 1.2 Internship Objectives..... | 2 |
| 1.3 Benefits of Internships..... | 2 |
| CHAPTER II – GENERAL DESCRIPTION OF JW MARRIOTT HOTEL SURABAYA | |
| 2.1 Overview..... | 4 |
| 2.2 History of JW Marriott Hotel..... | 5 |
| 2.3 Vision and Mission..... | 7 |
| 2.4 Location of JW Marriott Hotel Surabaya..... | 8 |
| 2.5 Features of JW Marriott Hotel Surabaya..... | 8 |
| 2.6 Organization Structure and Main Task..... | 13 |
| 2.7 Hygiene and Sanitation Standard in JW Marriott Hotel Surabaya..... | 15 |
| CHAPTER III – INTERNSHIP ACTIVITES | |
| 3.1 Place of Assignment..... | 18 |
| 3.2 Activities Performed..... | 18 |
| 3.3 Table Activity of Internship..... | 20 |
| 3.4 Problems and Solutions..... | 22 |
| 3.5 Product of Internship..... | 23 |
| CHAPTER IV – CONCLUSION | |
| 4.1 Conclusion..... | 30 |
| 4.2 Suggestion..... | 31 |
| BIBLIOGRAPHY..... | 32 |
| APPENDIX..... | 34 |

LIST OF PICTURES

| | |
|---|----|
| Picture 1. JW Marriott Hotel Surabaya..... | 4 |
| Picture 2. J. Williard Marriott and his Hot Shoppes stand..... | 5 |
| Picture 3. First JW Marriott Hotel in Washington, DC..... | 6 |
| Picture 4. Launching of Autograph Collection brand in 2009..... | 7 |
| Picture 5. Marriott acquires Gaylord Hotels Brand in 2012..... | 7 |
| Picture 6. Location of JW Marriott Hotel Surabaya..... | 8 |
| Picture 7. Lobby Lounge..... | 9 |
| Picture 8. SBCO Baking Company..... | 9 |
| Picture 9. Executive Lounge..... | 10 |
| Picture 10. Pavilion Restaurant..... | 11 |
| Picture 11. Imari Restaurant..... | 11 |
| Picture 12. Tang Palace Restaurant..... | 12 |
| Picture 13. Uppercut Restaurant..... | 12 |
| Picture 14. Pavilion’s Kitchen Structure..... | 13 |
| Picture 15. Hand Washing Technique..... | 16 |
| Picture 16. Salad for Breakfast..... | 23 |
| Picture 17. Fresh Sliced Fruits..... | 23 |
| Picture 18. Gado-Gado..... | 24 |
| Picture 19. Greek Salad..... | 24 |
| Picture 20. Tenderloin Steak..... | 25 |
| Picture 21. Kimchi..... | 25 |
| Picture 22. Sushi Rolls..... | 26 |
| Picture 23. Egg Station Brunch Setup..... | 26 |
| Picture 24. Salad Bar Seafood Dinner Setup..... | 27 |
| Picture 25. Appetizer Setup for Pool BBQ..... | 27 |
| Picture 26. Blue Cheese Brunch Setup..... | 28 |
| Picture 27. Set Menu in Banquet Kitchen..... | 28 |
| Picture 28. Vegan Food in Hot Shoppes..... | 29 |

LIST OF TABLES

| | |
|--|----|
| Table 1. Project Data of JW Marriott Hotel Surabaya..... | 5 |
| Table 2. Cutting Board Standard..... | 15 |
| Table 3. Table of Activity..... | 20 |

EXECUTIVE SUMMARY

The Author implements the internship program for six months, which begins on May 4th 2021 and end on November 4th 2021. The Author chose JW Marriot Hotel Surabaya as their training place. During these times, the Author learns new experience in the kitchen as a professional person in culinary and hospitality services. JW Marriott Hotel will distribute each trainee to their sections randomly and must be responsible of all the preparations until the finishing of the products. During the internship, the Author was able to learn different outlets such as Garde Manger Section, Japanese Section, Noodle and Steam Section and Grill Section. The Author learns about the importance of discipline, attitude and grooming standards. As well as basic kitchen knowledge, basic cooking methods, knife skills, menu variations, time management, mise en place, team work, critical thinking skills, work ethics and qualities and tending customers' needs.

The Author understand the importance of building a good professional network with other associates and chefs on the industry. The better connection the Author builds, the more chances of having ample access to different hotels when applying for a job.

The Author developed a stronger character and principles during the internship, daily challenges and pressure of creativity pushed the Author to be the best version of themselves. Hygiene, attitude, and mise en place are the three things that are essential in the culinary industry, where the Author would apply this on their daily activities.

This internship program is an extraordinary experience and made the Author appreciate the culinary industry even more. It is a great honor to be able to join the Pavilion Kitchen team and work with professionals in the field.

Keywords: Internship, JW Marriott Hotel Surabaya