

# **CHAPTER I**

## **INTRODUCTION**

### **1.1 Background Study**

This internship report is one of the requirements to complete the education of Ottimmo International MasterGourmet Academy Surabaya. An internship is a job training where students gain work experience, build professional networks and prepare them for their future career.

The Author chose JW Marriott Hotel Surabaya as their training location because it is a five-star Luxury Brand among other Marriott's International subsidiary and one of the oldest luxury hotels in Central Surabaya that is very successful. The Author is able to discover their passion in the world of cooking and gain insight of a real working field in professional kitchen.

The internship time ranges from 9-12 hours of per day, as well as 5 working days in 1 week. The hotel provides benefits in forms of meal coupons and BPJS employment benefits. There are five restaurants in the hotel, Tang Palace (Chinese restaurant), Imari (Japanese restaurant), Uppercut (fine-dining restaurant), Executive Lounge (business lounge on the 21<sup>st</sup> floor), and Pavilion (ground floor restaurant which usually serves breakfast). The Author is in charge in the Pavilion kitchen. During these times, the Author managed to learn 4 out of 12 different outlets such as Garde Manger Section, Japanese Section, Noodle and Steam Section and Grill Section.

Two months in Garde Manger Section, the Author learned different types of western salads, dressings (Thousand Island, Caesar, Balsamic, etc.), local food and its sauces (Tahu Tek, Gado-Gado, Rujak Cingur, etc.), slicing many types of fruits and preparing cold cuts and cheese platters. A month in Noodle and Steam Section, the Author learned how to make wontons and dumplings and condiments for various soups (Tom Yam, Soto Ayam, Chicken Korean Soup, etc.). Another month in Japanese Section, the Author learned how to make a proper sushi with the guidance of extra lessons in Imari restaurant. As well as understanding types of

Korean and Japanese street foods in the hot and cold section. The author was in charge in the Grill Section for the last two months and responsible to deliver the perfect variety of egg dishes every morning in quickly for the customers, as well as making different sauces of pasta and kebabs on certain events.

With this internship program, the Author has developed many networks with the chefs and associates, obtain varieties of recipes and knowledge and learn the proper way to serve and handle guests. As well as time management, discipline and grooming standards and overall developed a professional attitude in the kitchen.

## **1.2 Internship Objectives**

1. Fulfil the requirements of passing Diploma 3 in Ottimmo International MasterGourmet Academy Surabaya.
2. To gain working experience and insight in a real professional kitchen.
3. To apply skill and knowledge that were thought in college.
4. To developed a responsibility, discipline, good working ethics and attitude.
5. To improve creativity, time management and mental resilience.
6. Evaluate how hotel works and its management.

## **1.3 Benefits of Internship**

### **1.3.1 Benefits for Student**

1. Learning different people's character and how to deal with them in the workplace.
2. Gain knowledge that has not been taught by college.
3. Understand how real job works and can be prepared to apply for a job in the kitchen.
4. Build good networks for future employment and business.
5. Improve skills and creativity.
6. Adjust to work environment.

### **1.3.2 Benefits for JW Marriott Hotel Surabaya**

1. The hotel receives human resources without spending more cost.

2. As a selection medium to get potential casual workers and employees.
3. Build a good relationship between JW Marriott Hotel Surabaya and Ottimmo International MasterGourmet Academy Surabaya.

#### 1.3.3 Benefits for Ottimmo International MasterGourmet Academy Surabaya

1. Able to produce student with good skills from the internship program.
2. Build a good relationship with the students and able to be a recommended college for other people in the culinary industry.