

J.W MARRIOTT LUXURY HOTEL SURABAYA
INTERNSHIP REPORT



Arranged by:

RICARDO HALIM
(1874130010025)

STUDY PROGRAM OF CULINARY ART
OTTIMMO INTERNATIONAL MASTER GOURMET
ACADEMY
SURABAYA
2021

APPROVAL

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

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

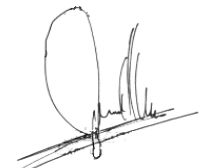
Name : Ricardo Halim
Reg. No : 1874130010025

Has been tested and declared successful.

Approve,
Advisor

Surabaya, November 5th 2021
Supervisor

Nurul Azizah Choiriyah, S.TP., M.Sc
NIP. 199002152002071


Andri Aryono
Executive Chef

Knowing,
Director of OTTIMMO International MasterGourmet Academy Surabaya

Zaldy Iskandar, B.Sc
NIP. 19731025 1201 001

INTERNSHIP REPORT
J.W MARRIOTT HOTEL SURABAYA

Arranged by :

Ricardo Halim (1874130010025)

Done the internship period from (May 4th, 2021) at

J.W Marriott Hotel Surabaya

Approved by :

Advisor,

Examiner I,

Examiner II,

Nurul Azizah Choiriyah,

Latifahtur Rahmah, S.Pd.,

Ryan Yeremia Iskandar,

S.TP., M.Sc

M.Pd

SS

NIP. 19881018 1701 044

NIP. 199402252002070

NIP. 198212181601023

Knowing,

**Director of OTTIMMO
Internasional Mastergourmet
Academy,**

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

Zaldy Iskandar, B.Sc
NIP. 19731025 1201 001

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 J.W Marriott Hotel 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 authors express their sincere thanks to:

1. Mr Zaldy Iskandar as Director of OTTIMMO International MasterGourmet Academy Surabaya.
2. Ms. Nurul Azizah Choiriyah as Advisor who has guided, provide guidance and suggestions until the completion of this report.
3. Mr Stevan P. Ruutana given the place of industrial training implementation.
4. Mrs Hilda Tjahjani Iskandar as Head of Culinary Arts Program.
5. Other parties who wish to referred to as parents, friends, etc.

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

Surabaya, November 29th 2021

Ricardo Halim

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, December 14th, 2021

Ricardo Halim

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 J.W Marriott Hotel Surabaya as his training place. The author learned a lot in J.W Marriot Hotel Surabaya, in this place will be given randomly department or the restaurant within the hotel for trainee report. During the internship, the author got many different outlets which Butcher, Italian Section, Egg section and executive lounge. In that case, the author has been a butcher for 1 week and moved to the Italian section for 4 months, where 1 month is in the egg station, and the rest is in the executive lounge. The author learned a lot about cooking methods, knife skills, menu making, menu recycle every day, time management, introduction and storage of food ingredients, team work, make alternative way and work solutions, quality work, labeling, socializing with costumer, be confident.

The advantages of being a trainee in Pavilion kitchen, Main Kitchen, and Executive Lounge are learn about mental, especially in holiday and public holiday, the author were demanded to be fast and able to make customers comfortable, and able to read the situation on the field. Internship Program was very great lesson and experience eventhough six months is not enough to rule how hotel manage activities especially 5-star hotel and build the author to professional network in culinary business and give a hospitality experience for the writer. Hopefully in the near future, all the skills and knowledge the author acquired from J.W Marriott can be a plus point for the author when he set up his own business.

Keywords: J.W Marriott Hotel Surabaya, Internship report

TABLE OF CONTENT

APPROVAL	I
ACKNOWLEDGEMENT	III
PLAGIARISM STATEMENT	IV
EXECUTIVE SUMMARY	V
LIST OF PICTURE	VIII
LIST OF TABLE	X
CHAPTER I	Error! Bookmark not defined.
INTRODUCTION.....	Error! Bookmark not defined.
1.1 Background Study.....	Error! Bookmark not defined.
1.2 Internship Objectives.....	Error! Bookmark not defined.
1.3 Benefits of intership	Error! Bookmark not defined.
CHAPTER 2.....	Error! Bookmark not defined.
GENERAL DESCRIPTION OF J.W MARRIOTT HOTEL SURABAYA	Error!
Bookmark not defined.	
2.1 Overview	Error! Bookmark not defined.
2.2 History Of J.W Marriott Hotel Surabaya.....	Error! Bookmark not defined.
2.3 Vision and Mission	Error! Bookmark not defined.
2.4 Location of J.W Marriot Hotel Surabaya.....	Error! Bookmark not defined.
2.5 Features in J.W Marriot Hotel Surabaya	Error! Bookmark not defined.
2.6 Kitchen Organization	Error! Bookmark not defined.
2.7 Feature in J.W Marriott Hotel Surabaya Kitchen.....	Error! Bookmark not defined.
defined.	
2.8 Hygiene and Sanitation Policy of J.W Marriott Hotel Surabaya	Error!
Bookmark not defined.	
CHAPTER 3	Error! Bookmark not defined.
INTERNSHIP ACTIVITIES	Error! Bookmark not defined.
3.1 Place of Assigment	Error! Bookmark not defined.
3.2 Activities Performed	Error! Bookmark not defined.
3.3 Table Activity of Intership	Error! Bookmark not defined.
3.4 Problem Faced and How to Solve Them	Error! Bookmark not defined.

3.5	Products of Internship	Error! Bookmark not defined.
CHAPTER 4		Error! Bookmark not defined.
CONCLUSION		Error! Bookmark not defined.
4.1	Conclusion	Error! Bookmark not defined.
4.2	Suggestion	Error! Bookmark not defined.
REFERENCES		Error! Bookmark not defined.
APPENDIX		Error! Bookmark not defined.

LIST OF PICTURE

Picture 1. J.W Marriott Hotel Surabaya	Error! Bookmark not defined.
Picture 2 Hotshoppe & Root Beer Stand.....	Error! Bookmark not defined.
Picture 3 Hot shoppe in East Coast	Error! Bookmark not defined.
Picture 4 Air flight catering debuts	Error! Bookmark not defined.
Picture 5. First J.W Marriott Hotel	Error! Bookmark not defined.
Picture 6. Marriott Hotel	Error! Bookmark not defined.
Picture 7. The Ritz-Carton	Error! Bookmark not defined.
Picture 8. J.W Marriott Hotel Surabaya Maps	Error! Bookmark not defined.
Picture 9. Suite 2 Bed.....	Error! Bookmark not defined.
Picture 10. Suite 1 bed	Error! Bookmark not defined.
Picture 11. Deluxe room	Error! Bookmark not defined.
Picture 12. President suite	Error! Bookmark not defined.
Picture 13. 24 hours Gym Center	Error! Bookmark not defined.
Picture 14. Health Club	Error! Bookmark not defined.
Picture 15. Pavilion Restaurant	Error! Bookmark not defined.
Picture 16. Imari Japanese Restaurant	Error! Bookmark not defined.
Picture 17. Tang Palace Restaurant.....	Error! Bookmark not defined.
Picture 18. Uppercut Steakhouse	Error! Bookmark not defined.
Picture 19. Executive Lounge	Error! Bookmark not defined.
Picture 20. Oasis Ballroom	Error! Bookmark not defined.
Picture 21. Board Room.....	Error! Bookmark not defined.
Picture 22. Ballroom A	Error! Bookmark not defined.
Picture 23. Hygiene and Hand Wash Instruction	Error! Bookmark not defined.
Picture 24. Breakfast set up (Cold cuts).....	Error! Bookmark not defined.
Picture 25. Breakfast set up (Omelette & condiments)	Error! Bookmark not defined.
Picture 26. Breakfast set up (Pizza (Al-funghi))(left) & Margherita (right).....	Error! Bookmark not defined.
Bookmark not defined.	
Picture 27. Diavola pizza	Error! Bookmark not defined.
Picture 28. Roasted Potato, Corn in the Cob, Sauteed carrot.....	Error! Bookmark not defined.
defined.	
Picture 29. Slow cooked BBQ	Error! Bookmark not defined.
Picture 30. 4 kinds of slow cooked beef	Error! Bookmark not defined.
Picture 31. Individual Set.....	Error! Bookmark not defined.
Picture 32. Dim-Sum (left) & Porridge (right)	Error! Bookmark not defined.
Picture 33. 3 Kinds of Course & Carbo	Error! Bookmark not defined.
Picture 34. 2 kinds of Sausages & Veggies.....	Error! Bookmark not defined.
Picture 35. Salad Tower, Milks, Yoghurts	Error! Bookmark not defined.

Picture 36. Cereals and nuts	Error! Bookmark not defined.
Picture 37. Korean Grill	Error! Bookmark not defined.
Picture 38. Twigim.....	Error! Bookmark not defined.
Picture 39. BBQ Ribs.....	Error! Bookmark not defined.
Picture 40. Choux au Craquelin	Error! Bookmark not defined.

LIST OF TABLE

Table 1. Table Activity of Internship.....	3
--	---

