

CHAPTER I

INTRODUCTION

1.1 Background Study

Internship is a program to complete education at the Ottimmo International Master Gourmet Academy, especially for culinary classes in gaining knowledge. In the internship process, they will get an education both in theory and practice. And after the process ends they can apply knowledge and practice in the real world that will be useful in the future. Good for use in business and the world of work.

The author chose the J.W Marriott because it is a five-star Luxury Brand among other Marriott International's subsidiary and also the origin of Marriott International group which can be a spur point for the author's ability to adapt to the world of professional culinary industry. The author can also increase his passion in the world of cooking. In addition, the author is taught how to process an item in different ways. The author's expectation is to get new input in the world of work that will be faced in the future.

Inside the hotel, there are many departments that runs the culinary department there. The author is very grateful for being able to get the opportunity for 4 departments that are changed in last 4 months. First, butcher department which is got to know various kinds of beef, chicken, seafood. To various kinds of cuts of meat to how to clean the freezer room. Second, 4 months in Italian section, very helpful in learning various kinds of Italian dishes ranging from pizza, pasta, to the snack menu.

Third, 1 month in egg section, learn to be an egg chef who is able to make orders for various types of eggs that guests order in the shortest time. Last, executive lounge, learn to make 6 different dishes, 2 types of salads, 1 type of fritters, pieces of fruit, cheese. and in all it must be detailed in the plating, so it requires high quality before serving it to guests.

Because this program, the authors obtain varieties of knowledge and input that is very useful in the future, such as undergoing communication with co-workers, as well as with customers, always trying to serve according to the operational standards and good service with existing guests to give the best experience during the visit and stay. Always friendly to guests under any circumstances, and must know the situation to avoid complaints from guests.

1.2 Internship Objectives

1. To know working experience and more knowledge that the author didn't get in the college
2. To apply the skill and knowledge that were taught in college.
3. To form a responsibility, discipline and a good work behavior.
4. To be able to make problem solution with a calm mind during work.
5. To know and experience the real work environment outside college.
6. Evaluate the daily operation and trainee performance.
7. To gain work experience before being hired as employee.
8. To practice and improve time management, communication skills, and confidence.
9. Learn how to be responsible and deal with various situations.

1.3 Benefits of intership

Benefits for Trainee

1. Learn how to deal with many different people's character in the workplace.
2. Get more experience and knowledge that the author didn't received in college.
3. Not afraid to jump into the real work life.
4. To build relations for future employment or business.
5. Add more skills and creativity.
6. Adjust to work environment.
7. Expand carrier network with their work teammates.

Benefits for Hotel

1. Adding more human resource without spending more cost.
2. Getting information about the upcoming trend from the trainee.
3. As a selection medium to get some potential employee.
4. To get a better environment in work place.

Benefits for Ottimmo

1. Can make the other student earn knowledge about internship
2. Can cooperate with the hotel about internship