

CHAPTER 1

INTRODUCTION

1.1 Background of Study

Internship program has become the bridge for those who want to enter to corporate level from the college life, through internship students got to know the real working environment that was very much different from the course study. Many new things can be learned during the internship.

Internship is a good opportunity to gain career-related experience. This is an opportunity for each student to have experienced what it's like as an employee and learning a real working environment by connecting school academy content to the real world of work. Transformative education such as an internship can develop your full personal and professional potential. It is guided directly on learning, workplace professionalism, soft and hard skill development, and employability. Therefore, internship are very important in terms of employability, creating future leaders, and educated individuals.

The hospitality and culinary industry is very diverse, ranging from the culinary industry to hotels, restaurants, cafes, etc. Each culinary industry has its own uniqueness and each student must have a reason why they want to apprentice in that place. In this context, author has the opportunity to do an internship at Four Points by Sheraton Surabaya from April 5th 2021 until October 4th 2021. Four Points by Sheraton Surabaya is one of the four star hotel under the Marriott brand in Surabaya. Four Points by Sheraton Surabaya has known for the good quality of service. That is one of the reason why author choose to do the internship at Four Points by Sheraton Surabaya.

Author was placed in the main kitchen as an all day dining trainee for 6 months to support Lime Restaurant while tried to gather a new knowledge, hard skills and soft skills from each. Starting from how to handle and preparing food ingredients, how to store food properly, and learn how to communicate and believe in a team, to learn about leadership and work well under the orders.

It is an honor for the author to be able to work with a professional and competent staff at Four Points by Sheraton Surabaya.

1.2 Industrial Training Objectives

- Complete the internship program as a requirement to graduate.
- Provide trainees the opportunity and education to relate the theory to practice in the real working environment
- Enhance trainee's understanding of organization skills.
- Evaluate the daily operation and trainee's performance.
- To gain work experience before being hired as employee.
- To practice and improve time management, communication skills, and confidence.
- Learn how to be responsible and deal with various situations.

1.3 The Benefits of Industrial Training

1.3.1 The Benefit of Intership for Student

- Internship is useful for developing skills such as self confidence, team working, time management, and creativity.
- Help the student to adjust the working environment.
- Enhance the employability of graduate students and lead to higher earnings.
- Give students insight into industry they are entering for further career choices.

- Students can expand their network with their work teammates.
- Give students a chance to find their passion

1.3.2 The Benefit of Internship for Ottimmo International MasterGourmet

- Enhance the reputation and visibility of academic institutions.
- As a guide for curriculum improvement in the following year.
- Expand the network of cooperation between campus and hotel.

1.3.3 The Benefit of Internship for Four Points by Sheraton Surabaya

- Provide useful labor at low cost.
- Recruitment and training cost can be reduced by employing interns.
- Can promote their hotel indirectly