

BIBLIOGRAPHY

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<https://www.marriott.com/hotels/hotel-photos/subfp-four-points-surabaya/>

APPENDIX



Picture 20. Help The Commis Prepare



Picture 21. Chicken Betutu Porridge Condiment



Picture 22. Steamboat Condiment & Stall



Picture 23. Main Course Buffet



Picture 24. Dimsum Corner



Picture 25. Food Testing



Picture 26. Pkting Take Away Box

FOUR
POINTS
BY SHERATON



Marriott INTERNATIONAL | HOTEL
INTERNATIONAL PROGRAM

Marriott International

takes great pleasure in awarding this certificate to

Marianne Gracella Hadi Kusuma

in recognition of successful completion of

marriottternship

Food and Beverages Product Department

at **Four Points by Sheraton Surabaya** From 5 April 2021 to 4 October 2021

Hotel Name

MASRI

MASRI

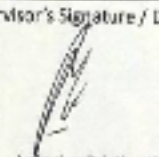
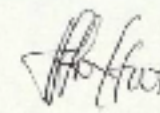
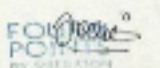
General Manager - Complex

ITA SALEH

ITA SALEH

Dir. of Human Resources - Complex

Picture 27. Internship Certificate

marriott internship		Intern Performance Appraisal Form	Marnoff INTERNATIONAL	HOTEL INTERNATIONAL
OVERALL PERFORMANCE RATING				
At the end of the performance period, enter the key competencies average:				
Key Competencies Average: Add 7 Key Competencies points and divide by 7	Round:	Overall Rating:		
255.4 : 7	36.67 - 40.00 = K 27.17 - 36.66 = SP 17.67 - 27.16 = P 10.00 - 17.67 = U	36.49 = SP		
OVERALL PERFORMANCE RATING				
Supervisor's Comments:				
Marianne was showing very good performance in the Kitchen. She takes care her section on the breakfast buffet and has very good responsibilities on her daily task. Thank you very much for your help and support during 6 months internship period. Good job!				
Department Head's Comments:				
Marianne already makes good impression for me with her good performance. Thank you!				
Intern's Signature / Date	Supervisor's Signature / Date	Department Head's Signature / Date		
Marianne Gracela Hadi Kusuma	 Anindya Pristiant	 Judi Kristyanto		
Additional level of approval for an overall performance rating of "K" (Key Contributor)				
Signature / Date		 Dani Suminar Sari Learning & Development Manager - Complex		

Picture 28. Internship Performance Appraisal Form

Intern's Name :	Mariajane Gracella Hadl Kusuma
Job Title :	AJIB Intern
Leader's Name :	Juzi Kristiyanto


Period :	April 2021 – October 2021
Department :	Food & Beverages Product

Competency Success Ratings

Competency	Rating 40 – Very Good Performer (V) 30 – Strong Performer (S) 20 – Solid Performer (P) 12 – Satisfactory (A)	Supporting Comments
1. Technical Expertise <ul style="list-style-type: none"> ➤ Knows and understands the nature, details, and demands of the job. ➤ Performs all technical/ procedural requirements of the job. ➤ Willing to further learn and improve on the job. 	36.7	She is good
2. Focusing on Customers <ul style="list-style-type: none"> ➤ Pleasant, courteous, cordial relations with guests and other associates. ➤ Actively listens and asks questions of customers to assess the level of satisfaction with the service being provided. ➤ Proactively demonstrates hospitality, good manners, and right conduct in all customer interactions. ➤ Follow through on customer inquiries, requests, and complaints. 	36.3	She always focus on the breakfast's guest
3. Promoting Teamwork and Relationships <ul style="list-style-type: none"> ➤ Works well and maintains pleasant relations with associates and supervisor. ➤ Deals with conflict objectively. ➤ Responsive and takes part in group effort. ➤ Willing to assist or offer services. ➤ Cooperates and works well with other departments. 	36.2	She is good in the team work at the breakfast
4. Accomplishing Work (Quality & Quantity) <ul style="list-style-type: none"> ➤ Meets exact requirements of the job. ➤ Work done is accurate and thorough. ➤ Tries new approaches to overcome obstacles or to accomplish challenging objectives. ➤ Takes on additional work positively. ➤ Comes to work on time every time. ➤ Promotes safety and protects company assets. 	35.5	She always on time while working
5. Dealing with Change <ul style="list-style-type: none"> ➤ Seeks understanding of new procedures or methods resulting from change. ➤ Shows willingness to learn new methods, procedures, techniques, or systems resulting from departmental change. ➤ Adaptable and takes action to make changes work. ➤ Sees change as an opportunity rather than a problem. ➤ Submits ideas for improvement. 	37.2	She is good to understanding with new product
6. Communicating Openly <ul style="list-style-type: none"> ➤ Asks questions as necessary to clarify the message. ➤ Openly and accurately reports errors, mistakes, and unintended outcomes without rationalizing them. ➤ Actively listens and responds to fellow associates. ➤ Shares relevant information in a timely manner. ➤ Participates in group discussions / meetings. 	36.3	She is communicative, with friends and associates
7. Responsibility & Dependability <ul style="list-style-type: none"> ➤ Completes tasks, able to work without detailed supervision. ➤ Resourceful and reliable. ➤ Demonstrates improvement. 	37.2	She is responsible at the breakfast preparation

Picture 29. Internship Performance Appraisal Form

Internship Appraisal Form



AKADEMI KULINER & PATISERI
OTTIMMO[®]
INTERNASIONAL
COLEGIALITY | COURTESY | CREATIVITY | CREATIVITY | CREATIVITY

INTERNSHIP
 PLACE: Fourpoints by Sheraton Surabaya
 First Name: Deviyani Gema Hani Last Name: Kusuma
 Review Periods: Monthly Quarterly Bi-annually Annually Date Joining: _____
 Intern's Position: ADD trainee Department: FB Product
 REVIEW DATE: 1/2/2021 Direct Supervisor: Juli Kristiyanto

GRADING FACTORS

1. ORGANIZATIONAL & COMMUNICATION

Staffs Relations

Consistently demonstrates attentiveness, courtesy and efficient service to other staff. Creates friendly environment. ☺

Team Player

Cooperates and works well with others. Enthusiastic, portrays a positive member and works toward the Company's goals. ☺

Follow -Through

Sees tasks through completion. Finishes work so that next shift is prepared. ☺

2. CUSTOMERS INTERACTIONS

Customer Relations (*If any)

Consistently demonstrates attentive, courteous and efficient service to customers. Treats customers with Consideration and Respects. ☺

Picture 30. Internship Appraisal Form

3. PERSONAL PRESENTATIONS

Grooming Standards

Practices and displays proper grooming, personal hygiene and care. 38

Maintains hair and facial hair (if any) per proper F&B industrial standards

Uniforms

Always wear the proper and designated uniform. 38

4. ON THE JOB & KNOWLEDGE

Dependability

Can be counted upon to do what is expected and required. 39

Follow instructions and completes work on time with minimum supervision.

Work Quality

Work performed according to Chef's standard and on-site work requirements. 39

All job descriptions specifications are met. Consistency in work. All recipes are followed.

Work Quantity

Complete the expected amount of work in relation to Company's standards. 41

Grading Guidelines.
 Using the 4 point scale below, fill up the following table:

- 4 - Exceeds expectations
- 3.5 - Somewhat Exceeds Expectations
- 3 - Meets expectations
- 2.5 - Somewhat meets expectations
- 2 - Less than expectations
- 1.5 - Somewhat less than expectations
- 1 - Inadequately short of expectations

Picture 31. Internship Appraisal Form

Discussions/Notes:

Good performance and always follow through our
Standard. taking initiative with good idea and
having good attitude with other staff, leader
and guest.

PERFORMANCE SUMMARY * to be filled by OTTAWA Internship

TOTAL POINTS 35.2

RATING 3.9 Somewhat exceeds expectations


ACTION PLANS FOR DEVELOPMENT NEEDS

1. preparation - timing
2. hygiene and sanitation knowledge
3. _____
4. _____
5. _____


Figure 32. Internship Appraisal Form

III. SIGNATURES

On-Site Manager/Owner/Chief

Signature & Stamp:  Dated 1/21

The Intern

Signature:  Dated 1/21/24

OTTIMMO International Master Gourmet Academy

Signature & Stamp: Dept. Head student Affairs Dated _____

Picture 33. Internship Appraisal Form



Akademi Kuliner & Patiseri

OTTIMMO

INTERNASIONAL

CULINARY ARTS · GASTRONOMY · BAKING & PASTRY ARTS

Student Name : MARIANNE GRACELLA HADI KUSUMA
 Student Number : 1874130010030
 Exam Day & Date : Rabu, 15 Desember 2021
 Lecture : Hilda Tjahjani Iskandar, S.E., Ak., C.A., M.M.
 (19691029 2002 072)

No	Correction List	Page	Approval
	<p>Please add to Bibliography references from textbooks and not only hotel website links.</p>		

Acknowledge,
Advisor

(Hilda Tjahjani Iskandar, S.E., Ak., C.A., M.M.)

19691029 2002 072



Akademi Kuliner & Patiseri

OTTIMMO

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Student Name : MARIANNE GRACELLA HADI KUSUMA
 Student Number : 1874130010030
 Exam Day & Date : Rabu, 15 Desember 2021
 Lecture : Irra Chrisyanti Dewi, S.Pd. M.S.M
 (19781201 1702 028)

No	Correction List	Page	Approval
	<p>Penulisan Chapter, coba:</p> <p>CHAPTER 1 INTRODUCTION } enter</p> <p>Revisi all chapter</p>		

Acknowledge,
Advisor

(Hilda Tjahjani Iskandar, S.E., Ak., C.A.,
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Akademi Kuliner & Patiseri

OTTIMMO
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Student Name : MARIANNE GRACELLA HADI KUSUMA
Student Number : 1874130010030
Exam Day & Date : Rabu, 15 Desember 2021
Lecture : Gilbert Yanuar Hadiwirawan, A.Md. Par
(19900101 1701 041)

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