**CHAPTER I**

**INTRODUCTION**

* 1. **BACKGROUND OF STUDY**

The tourism sector in Indonesia is one of sectors that generates huge foreign exchange for the country. Luckily Surabaya has become one of the biggest city in Indonesia that has been grown up as a business center. So the local foreign will need a simple staycation or refreshing time when they are in Surabaya.

Because of massive growth as a business center, Surabaya also helped develop various facilities to support immigrants from various cities or countries to stay, especially hotels.

The reason why the author choose Surabaya as his place to do his internship is because Surabaya has a great opportunity to learn and develop his soft and hard skill in so many big hotels that has been build in Surabaya as a young trainee.

The author choose Java Paragon because it is one of the most and iconic 4-star hotels in Surabaya. It has the first rooftop fine dining restaurant in Surabaya.

At the end of the internship program, students are obliged to make a report about the activities during the internship and introduce about how to work in hospitality works according to the which department he choose or being placed.

During the last semester of the diploma program, the author got assignment of a training program which is located at Java Paragon in 3 different section. And it is important for the author to complete the reports about what the author has done at the training venue.

* 1. **Industrial training objectives**
1. Fulfill graduation requirements given by Ottimmo International Academy Surabaya as one graduation certificate.
2. Get a new experience in hospitality aspect.
3. Increase knowledge about kitchen management and work flow in hotel.
4. Enhance the sense of responsibility, ideas, skills, communication, teamwork, and adapt in new places.
5. Develop new experience about costing strategy and kitchen management during low occupancy.
	1. **The benefits of industrial training**
		1. Benefit of Internship for student :
* Opportunity to build good relation with other staff.
* Develop new skills and knowledge.
* Get the experience to work in group, pressure, and learn to solve the problem.
* A new experience of kitchen regulation and introduction such as the introduction and use of new materials and tools that have never been used before.
	+ 1. Benefit of Internship for Java Paragon :
* Hotel can get an extra operational staff so the operational can be more productive.
* Medium to find a competent employee in their field.
* Hotel can get a free worker to safe the cost during this pandemic that caused a low occupancy.
	+ 1. Benefit of Internship for Ottimmo International MasterGourmet Academy Surabaya :
* Introduce Ottimmo as a culinary institute to the hotel and other companies.
* As a guideline for the next batch student to do the internship.
* As a database of institute to achieve a lot of relation.