

## APPROVAL

Title : Internship at Sheraton Hotel and Towers Surabaya  
Company Name : Sheraton Hotel and Towers  
Company Address : Jl. Embong Malang No. 25-31, Kedungdoro, Tegalsari,  
Surabaya 60261  
No. Telp : (031) 5468000

which is carried out by Students of Culinary Art Ottimmo International  
Mastergourmet Academy Surabaya

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Has been tested and declared successful.

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Surabaya, 4 April 2019

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**INTERNSHIP REPORT**  
**SHERATON HOTEL AND TOWERS**  
**SURABAYA**

Arranged by:  
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Done the internship program from October 4<sup>th</sup> 2018-April 4<sup>th</sup> 2019 at Sheraton Hotel and Towers Surabaya

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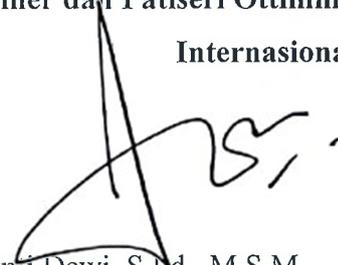
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Writer recognizes that this report isn't speared from guidance, encouragement and support from other parties. Therefore, author would like to give thanks as much possible to :

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2. Miss Irra Chrisyanti dewi as Head of study Program Akademi Kuliner dan Pattiseri Ottimmo International Surabaya
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5. Mr. Santoso as Pastry Chef de Partie of Sheraton Surabaya Hotel & Towers
6. Mr. Eddy Setyawan as Banquet Kitchen Chef de Parties of Sheraton Surabaya Hotel & Towers
7. Writer family that never stop giving support and motivation, both morale and material.

Last but not least, special to Sheraton's staff for their warm hospitality and their willingness to teach the writer all the best. Thank you for those amazing experience in Sheraton Surabaya Hotel & Towers.

The writer recognizes that this report is our of the expectation due to lack of capacity and knowledge, therefore the writer is willing to accept all criticism and suggestions from all parties. In conclusion, the writer hopes that this report is useful for writer as well as the reader.

Surabaya, April 4<sup>th</sup> 2019

## PLAGIARISM STATEMENT

I certify that this assignment/ report is my own work, based on my personal study and/ or research and that that I have acknowledged all material and sources used in its preparation, whether they be books, article, reports, lecture notes, and any kind of document, electronic or personal communication. I also certify that this assignment/ report has no 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 accordance with applicable regulations, if in the future there is a breach of scientific ethics, or you have a claim against the authenticity of my work.

Surabaya, 4<sup>th</sup> April 2019



Rosita Ratnasari Dewi

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## **EXECUTIVE SUMMARY**

The writer had to do internship for 6 months at Sheraton Surabaya Hotel & Towers.

In the first three months of the writer's training periods, the writer has an opportunity to learn by working at the pastry bakery. The writer learned how to make cake, bakery to use some modern equipment, place the right things by using First In First Out (FIFO) system, good teamwork and communication, join many buffet event, etc.

In the last three months of the training periods, the writer move to banquet kitchen to complete training periods. The writer learnt so many different skills, how to cut well and correctly, pay attention in the cleanliness of the workstation, learn how to speed up the work, plan the ingredients for storing and stocking, food labeling and etc.

It was a great six months experience of training period for me to feel the practical. It also helps writer to build my professional network in this industry.

For the writer, internship program is very important. Internship is a step where the writer can implement all the knowledge that had been learned in a campus. The writer also will know how to real kitchen life works, the management, what the guest need, how to handle ingredients, how to communicate and work in the team, and how to present a perfect a dish as art in culinary.

Sheraton Surabaya Hotel & Towers has a lot section at culinary department and it is a great honor for the writer to join their great team and to learn many new cooking techniques and new ingredients. The team is very professional, communicative and friendly.