

CHAPTER I

INTRODUCTION

1.1 Background of The Study

Internship is a professional learning experience that offers meaningful, practical work related to a study or career interest (Anonymous,2019). Industrial training is a period of working experience , paid or voluntary where students work in a real specific industry which relate to their field of study related to student career goal. Working in the kitchen cannot just be done well by learning at college. Student must have an experience in real kitchen life to be a competent in a F&B industry.

The writer believes that internship program will also help us to build good communication skills and teamwork as we will be working with people in the company. With internship program , the writer takes an internship program at JW MARRIOTT HOTEL SURABAYA because JW MARRIOTT is one of the best luxury hotels in Surabaya. JW MARRIOTT also located in strategic place in Surabaya. The writers take 6 months training at pastry kitchen. At JW MARRIOTT the writers learn so many things from how to make a cake, how to prepare breakfast condiments at hotel , how to work quickly and efficiently, how to welcoming and serving guest well, hygiene and sanitation based with hotel standard, etc .

1.2 Internship Objective

- a. To train student how to work in teams.
- b. To improve work experience and get trained
- c. To learn new recipe , techniques and standard in real kitchen
- d. To know the job desc and work structure of hotel in kitchen department
- e. To learn how to work efficiently

1.3 The Benefits of Internship

1.3.1 The benefits for student

- a) As one of requirements for graduation
- b) As a practice media for students to be able to accept conditions real work
- c) The writer becomes trained, has a new idea about the world of pastry, where the idea will become a very valuable gold in the future.

1.3.2 The Benefits for Ottimmo International Mastergourment Academy Surabaya

- a. Build a good business partnership between the institute and the hotel.
- b. As a guideline for junior to choose the place for internship.
- c. Campus can measure the level of student's abilities in accepting, applying, and developing theories obtained at educational institutions.
- d. Introduce Ottimmo so it will know by many people and also the hotel.

1.3.3 The Benefits for JW MARRIOTT HOTEL SURABAYA

- a. As a medium to build business partnership between Ottimmo and JW Marriott Hotel Surabaya.
- b. Have a connection with trainee that can be recruited in the future as casual.
- c. Hotels can get additional operational staff so that all work will be quickly completed and can establish good cooperation with the campus, so they can easily get help when needed.