

INTERNSHIP REPORT
AT THE WESTIN HOTEL IN PASTRY AND BAKERY



By

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STUDY OF CULINARY ART
OTTIMMO INTERNATIONAL MASTERGOURMET ACADEMY
SURABAYA

2022

APPROVAL 1

Title : "Internship at The Westin Surabaya"

Company Name : The Westin Surabaya

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Which is carried out by Students of Culinary Arts OTTIMMO International
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Has been tested and declared successful.

Approve by,

Surabaya, 11th July 2022

Advisor,

Supervisor



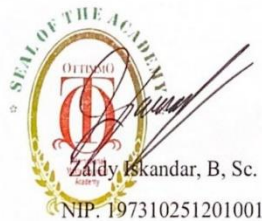
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APPROVAL 2
INDUSTRIAL TRAINING REPORT PASTRY KITCHEN AT THE
WESTIN HOTEL SURABAYA

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Industrial Training conducted from 10th January 2022 until 9th July 2022 at The
Westin Hotel Surabaya

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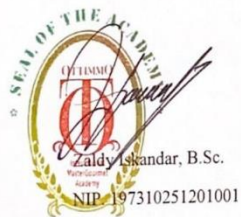
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ACKNOWLEDGMENT

As for the beginning, I would like to thank god, for his blessing and spiritual guidance in order for me to complete this report. This report is prepared based on Industrial training result conducted by the Authors during 6 months in The Westin Surabaya. This report is prepared as one of the requirements to complete the Diploma III of Culinary Arts.

During the process of completing thid report, the Author has received so much guidance and support from Various Parties. By this, I would like to express my gratitude to the names below:

1. My parents who have supported and provided me to achieve good education and as a family role to help in personally.
2. Ms. Hilda Tjahjani Iskandar as my Report mentor who always helped me in so many things in order for me to understand the guideline for making this report.
3. Ms. Hilda Tjahjani Iskandar as the Head of study program at Ottimmo Internasional.
4. Mr. Zaldy Iskandar as the head Director of Ottimmo Internasional.
5. All Chefs, Staff and Friends at The Westin Surabaya for the encouragement and endless support me during my internship program.

Finally, the Author hope that this report can be useful for all of us.

Surabaya, 11th July 2022



Novita Wijaya Gotama

PLAGIARISM STATEMENT

I certify that this assignment/report is my own work, based on my personal study or research and that I have acknowledge all material and sources used in it preparation, whether they be books, articles, reports, lecture notes, and any other kind of document, electronic or personal communication. I also certify that this assignment/report has not previously been submitted for assessment in any other unit , expect where specific permission has been granted from all unit coordinators involved, or at any other time this unit, and that I have not copied in part of whole or otherwise plagiarized the work of other student or persons.

On this statement, I am ready to bear the risk/any sanctions imposed to me in 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, 11th July 2022



Novita Wijaya Gotama

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EXECUTIVE SUMMARY

The writing of this industrial training report is one of the requirements from Ottimmo International MasterGourmet Academy Surabaya to fulfill the graduation regulation. This report is completed based on six months of industrial training program at Four Points by Sheraton Surabaya start from January 10th , 2022 until July 9th , 2022. This internship report highlights and describe major analysis carried out, experiences gained and the achievements as an intern.

The Westin Surabaya has given the Author an opportunity to learn and gain so many experiences on how the hospitality industry's Pastry work. For six months, All the chefs and staffs are so humble, they are willing to teach, and also so transparent about the recipes they have.

During the internship program, The Author also faced some difficulties, one of them was having unsupportive and moody mentor. Even in the first time the Author got sick, mental shaken cause the Author was so careless. When we already did and gave our best effort but it is hardly appreciated by this mentor who often think and judge someone in negative ways. The only solution for this problem is to understand that hard work doesn't always get noticed, and we might get ignored and unappreciated sometimes but we should try to not feel dejected and keep continuously perform well.

The most important things the Author aware while working in hospitality industry is to balance our hard and soft skills. The Author learnt to be qualified in both especially while handling rude guests and teammates. But, all the good and bad experiences will help the Author grow to be the better person and prepare the Author to enter the real professional life.

Keyword: The Westin Surabaya, Internship, Hospitality.