

## CHAPTER 1 INTRODUCTION

### 1.1 Background of the Study

One of the important factors in the tourism industry is star hotels because tourists must first find a place for them to stay while they are in the place they are visiting. Apart from where they live tourists are also very interested in finding restaurants Because it can bring culture through food. Food is increasingly being seen as a particular experience that can give emotion and curiosity when some dishes are tasted as it is considered a real and real work of art created by creative and sometimes inspired chefs. The sense of adventure and surprise, the feeling of playfulness and the aesthetic of beauty prevail. Design becomes an important part of the dish, and restaurants to create a suggestive scenarios that attract customers by introducing them to the spectacle of food.

At Ottimmo Academy Culinary & Patisserie International Surabaya the internship program is one of the programs that must be followed by every student to train themselves to enter the real world of work and it is also important for students to develop and expand their knowledge.

For that many reasons The author has chosen to do an internship program for 6 month to understand better of tourism and hotel Industry. The author has chosen Tentrem hotel Semarang because it is the currently the best and most famous hotel in Semarang and so it is a good place to start for the author to learn the world of tourism and hotelier. The Author hopes that during the time for internship the author may learn new skill at cooking, discipline, work ethic, and hospitality to aid the Author journey in culinary, tourism, and hospitality business.

## **1.2 Departement Incharged and the Time Period at Internship**

### **1.2.1. Cold Kitchen, 2 Weeks**

The Author was placed at cold kitchen as the start of the internship to get used to the real professional working kitchen.

There he learned how to:

- a. Take care of a buffet section.
- b. Make sushi and prep various kind of condiment for the sushi.
- c. Conservation and recycle of a buffet product.
- d. Preparing fruit and vegetable.
- e. Close a buffet section and prep for the next day buffet.
- f. Take care of cleanliness and hygiene of a kitchen.
- g. Make nigiri sushi and tentrem steamed bread.

After 2 weeks the Author has learned the mental ,physique ,and work ethic of working in a kitchen. Because being in the kitchen we need to have a strong mental and stay calm at a rush service session or being yelled at when we made a mistake. We need to also have strong physique because working in a kitchen is also physically hard and challenging, because we need to stand and move all day long when working, not to mention the long hour when the hotel was crowded can reach to 12-14 hour of workload. As for the work ethic He learned how to respect and be humble to a senior or leader of the kitchen and to obey the rule and regulation of the Hotel and the kitchen.

### **1.2.2. Executive Lounge Kitchen, 5.5 Month**

After getting used to working in the kitchen and having the mental strength prepared, the Author was placed in Executive Lounge Kitchen. The Kitchen was located at the top of the hotel and serving only the guess from Executive rooms and up. There He learned how to:

- a) Handle special guess with utmost hospitality.
- b) Taking care and prep for breakfast a la carte, making continental style breakfast menu.
- c) Prep, Set up, and taking care of breakfast buffet at Executive Lounge.
- d) Prep, set up, and taking care of evening cocktail buffet at Executive Lounge.
- e) Making various kind of amuse bouche, salad, hot dishes, and cheese platter for evening cocktail.
- f) Hold better responsibility at working.
- g) Be more discipline and consistent at work.
- h) Be more active and learn how to better communicate and socialize with other section or department .

In The span of 5.5 month in Executive Lounge the Author has learned most of his experience at his first internship .He learned how to be responsible for a special guess and be more detail of his work. He also has learned to be better at discipline and responsibility, because the Authors was given a chance at setting up the buffet alone and keeping the buffet running well at a crowded situation. He also learned how to socialize and work better with other department in the kitchen and other. As we are in charged in Executive Lounge we need to communicate better with other section since to keep the buffet running well we often had to work with other department such as with Baking and pastry department who will supply us the bread and pastry as a part of the set up in the buffet and a la carte.

### **1.2.3. Hot Kitchen**

Even though the Author was placed in Executive Lounge sometimes the Author was placed in hot kitchen during busy day or when there is a special event being held. There He learned how to:

- a) Be in charged at the hot kitchen a la carte.
- b) Take care and prep for a special event buffet such as BBQ Buffet, Iftar buffet, and other Event Buffet.
- c) Work better as a team.
- d) Make various kind of western and asian dishes.
- e) Use a wok and other tools at the kitchen.

Usually as the author finished the work in Executive Lounge He would often help the hot kitchen. There He would grew to be close with all the staff and worker in the kitchen. He then learned more skill as He would often asked the other to teach him various kind of dishes and working skills.

### **1.2.4. Reason For Doing Internship**

The Reason for the author to do the internship is to experience working in a real professional kitchen, learning better at SOP at a 5-star hotel, and develop the knowledge and skill that had been learned in college. It is also a preparation to enter a professional work environment and giving an insight of a work in a real kitchen. Not only that it is to improve adaptation, communication, and relation skill with other people in the hotel or in general. Also it helped of building the skill in teamwork at working. As the Author do the internship He would also gained valuable experience and great memories during the internship. It is also for a requirement of OTTIMMO Academy Culinary & Patisserie International Surabaya in order to completes lectures.

### **1.2.5. The Objective of internship**

1. To increase skill in culinary knowledge.
2. To learn better at communication with teammate.
3. Take responsibility and discipline at work.
4. To increase time management skill at work.
5. Be able to do better at problem solving at work.

### **1.2.6. The Benefit of internship**

#### Benefit for trainee

1. Increase skill and knowledge about culinary and work.
2. Expand carrier industry in hospitality.
3. Knowing about work in real life.
4. Build relation with the staff and teammate at the hotel.

#### Benefit for hotel

1. Getting information for trainee arrangement.
2. Adding more human resource.
3. Expand working environment.

#### Benefit for Ottimmo

1. Introduce the student of Ottimmo in work industry.
2. Getting relation and cooperation with the hotel.