

CHAPTER I

INTRODUCTION

1.1 BACKGROUND

Internship has to be in a great place because it will be a stepping stone to have a better career in the future. Raffles is a 5-stars hotel in Jakarta that already wins many awards. Its hotel management is very well-structured. The owner treats the employees fairly and professionalLy. Not only the employees, Raffles always treats their customers nicely. They will ask and try to fulfill all customer's needs. Many customers also said that they were satisfied with the food. Because of the positive feedback from people, in 2017, King Salman even chose Raffles as his hotel when he stayed in Jakarta. He is the seventh King of Saudi Arabia. What a proud history. The author was more determined to choose raffles as my internship place where the author can learn many amazing things.

The author did the internship at Raffles Jakarta for about 6 months. At first, the author wanted to do an internship at the bakery section but in the bakery section, the trainee was full. So, I am in charge of all-day dining restaurants, Arts Cafe. The author was placed in the cold kitchen for about 1 month before transferring to the banquet kitchen. The moment the author was in the Arts Cafe, Raffles was still open for quarantines. For the kitchen, they have 3 shifts, that is 6 a.m. to 5 p.m., 12 p.m. to 11 p.m., 11 p.m. to 5 a.m. .The duration is about 12-13 working hours. Raffles hotel has another kitchen that is a banquet kitchen. In the banquet kitchen , it only has 1 shift depending on the events. Normally, they start at 8 a.m..

The reason the author does the internship is the author wants to know how it feels to work with many people from different backgrounds. The author wants to get out of her comfort zone. The author wants to learn how to manage my time properly and how to be someone productive. The author also wants to use my skills that I already get from Ottimmo. Lastly, the author wants to learn about how to handle food and cook properly. Six months of ups and downs will surely help the author to be a successful person in the future.

1.2 OBJECTIVE

- a. Complete the internship program as a requirement to graduate.
- b. To learn about how to work in a team
- c. Develop the cooking skills of the students
- d. To learn about how to handle foods correctly
- e. To get some experiences while working in a real kitchen
- f. Improve skills before hired as employee

1.3 THE BENEFIT OF INTERNSHIP

1.3.1 The Benefit of Internship for Student

- a. The students can understand the application of the knowledge that they already learn
- b. Sharpen students ability to solve problems faced by company management using the knowledge that has been learned
- c. Familiarize students with a work culture that is very different from the learning culture in terms of time management, communication skills, teamwork and a higher pressure to complete the work on time

1.3.2 The Benefit of Internship for Ottimmo International Master Gourmet

- a. Increase cooperation, both nationally and internationally
- b. Inputs for curriculum improvements
- c. Prepare graduates who are ready to work

1.3.3 The Benefit of Internship for Raffles Jakarta

- a. Companies can utilize educated human resources in the process of activities business more efficiently
- b. The company has the opportunity to select prospective employees who have known for its quality and credibility
- c. The company has the opportunity to be published in every academy activity.
- d. The company has participated in the link and match program in

the education system in Indonesia