

INTRODUCTION

1.1 Introduction

A restaurant is a place where you can eat a meal and pay for it. In restaurants, your food is usually served to you at your table by a waiter or waitress. The restaurant serves breakfast, lunch, and dinner. The food at the restaurant was good and the waiters were polite.

The great restaurant experience can be defined as an uplifting dining experience which comprises not only of good food but top-notch customer service as well. It is the extension of excellent service and taking it to the next level. A great restaurant experience results in a hundred percent customer satisfaction.

What do The Author expect working at a restaurant. Restaurant work can be stressful, especially when it gets busy. Waiters have to juggle several tables simultaneously, and kitchen staff are constantly pushing to get orders out on time. While some people do thrive in this environment, others may find it too uncomfortable.

The reason why The Author choose KONG as the Internship place is because the author wanted to expand experience in culinary. The author actually has a bigger passion in pastry. But then realizes that, if the author wanted to have more experience, the author had to have the ability to know more about culinary arts and not just pastry.

Benefits of working at a restaurant for The Author are Learn new skills. Working in the restaurant industry can teach you a variety of skills, such as customer service, teamwork, and time management. These skills are transferable to many other industries and can be beneficial in the long run. Camaraderie and teamwork – The restaurant industry is all about teamwork.

The author worked as a trainee in KONG for 4 months. The requirement of working as a trainee is actually 6 months. But for a specific reason the author

had to finish her training a lot sooner. In that 4 month, the author as a trainee was being put in the Cold kitchen and hot kitchen individually for 2 months. At the first month the author worked in the Cold kitchen and then when the 2-month ended, the author rotated to the hot kitchen.

Reasons why the author did this internship are a graduations requirement. The students actually were given a choice. They can choose to do the Internship or doing the Food-Preneur. But the author chooses the internship because; The author wants to experience a real-life working restaurant kitchen.