

CHAPTER 4

CONCLUSION

4.1 CONCLUSION

During the internship, the writer did not experience serious problems. Perhaps the difficulty that occurs is the adjustment of culture, habits, language in the Thai world of work. The main problem is the language barrier, as Thais do not use English as their primary language making it difficult to communicate. In addition, some tools and materials here have different names and have never been heard of. Some misunderstandings often occur between superiors and trainees due to existing language barriers. But here the author tries to learn and adjust to their habits, if there are some kitchen languages that have never been heard then the author records and learns them. By taking notes and getting used to it, over time writers get used to it and begin to be able to follow their habits.

Many things are obtained through internships abroad because this will push us out of our comfort zone and try new things. With the overseas internship program, writers can learn new things from the world of work, habits, culture, and how to work together despite different languages. During the internship the author learned that the importance of maintaining communication during work, managing time at work to be efficient, and suppressing our selfishness while working. What I realized is that no matter how great you are in Indonesia, you will not be able to arbitrarily during your internship. This is where during the internship, the author realized that there is no word stop learning, there is no word give up. All of this was obtained through a 6-month internship.

Ottimmo has greatly helped students to provide internship options both abroad and domestically. Ottimmo always helps students to get the best place to study in a workplace. In addition, the school also helps realize the desire of students to choose the desired internship location. Here the author chooses an internship in Thailand as a place to study. The author obtained an internship, namely Centara Grand Hotel, Bangkok. The new work environment, meeting new people certainly initially makes the writer uncomfortable and difficult to blend in. But over time the working environment in this hotel is very good. The author met friendly staff, who were always willing to teach new things to trainees, always trying to nurture and lead the trainees. As for maybe some small problems such as sometimes some staff have different standards that make the author also confused about the standards set at the hotel.



Figure 4.1 Staff Gift

During the internship, the author had some emotional and happy moments. This moment happened during the last day of working at the hotel and the writer was about to return to Indonesia. Here the pastry, bakery, and kitchen staff of BCC gave some small gifts to the writer. In addition, we also enjoyed dinner together with them for the last time. Writers also get the most memorable and memorable prizes that writers

will always remember them. BCC kitchen employees make handicrafts containing photos of the author and photos of the entire staff. This gift will be the most meaningful and memorable gift. The author is grateful to be able to intern at this hotel with an internship at this hotel the author can have wider connections, friends, learn new cultures and culinary.

4.2 SUGGESTION

4.2.1 SUGGESTION FOR OTTIMMO

- Set the bench higher for students' personal grooming standard and educate students to apply more of Hazard Analysis Critical Control Point (HACCP) system
- Maintaining an even wider connections to prominent restaurant, patisserie, hotels either local or international.

4.2.2 SUGGESTION FOR STUDENTS

- To have stronger and more positive attitude towards working environment
- Give your best in work even under great pressure
- Have full attention and obedience to the leader
- Have a good ability to follow the development of the company

4.2.3 SUGGESTION FOR CENTARA GRAND BANGKOK HOTEL

- Providing staff a form of hygiene, sanitation, and food safety refresher training
- Issuing a more thorough, transparent and concise employee performance assessment
- Providing staff with proper recess area and separate smoking area
- Setting kitchen and operational standards that must be known by all kitchen staff