

## **CHAPTER IV**

### **CONCLUSION**

#### **4.1 Conclusion**

Centara Grand at Central World is ideal for students to learn more about the culinary world in the hot kitchen. Here students can also study the scope of the Food & Beverages professional industry. The author has learned many things at Centara Grand, including persistence, and willingness to learn to grow in this industry.

In the kitchen, the industry is not only about skills or knowledge. but also learn how to work in a harmonious team. The author also studied techniques, recipes, skills, and knowledge about food products at Centara Grand, from preparation, and cooking to serving on a plate.

On the other hand, the author also experienced several unpleasant and unsatisfactory situations, however, in general, Centara Grand is a good place for students to learn about the Food & Beverages industry. In the kitchen industry, there will always be issues and crises, and as a team in the kitchen, you need to find solutions to these problems. The following are some of the problems the author faced during her 6 months of internship:

##### **1) Differences in standards and information**

In the creative kitchen industry, every company should set a standard that must be applied by all employees in it. The author faces the opposite where employees have different standards so when the author works with one method, other employees complain to the author shouldn't use that method.

The solution to this problem is to check with the CDP or even the Sous Chef who has the power over kitchen knowledge and standards so

that the product that is made is appropriate and accurate to Centara Grand standards

## 2) Communication

Communication is very important in everything. Because the author did his internship abroad (Bangkok, Thailand), where most people there were not very fluent in English, sometimes the author and kitchen employees misunderstood or sometimes the kitchen employees did not understand what the author meant

The solution to this problem is to use google translate or be able to speak English with someone who understands better and convey it to the intended person

## 4.2 Benefits

### 4.2.1 Benefits for student

- a. As a fulfilment of the need for graduation from the Ottimmo International Mastergourmet Diploma III Advanced Academy Program.
- b. Develop a professional network and possible future collaborators.
- c. Acquire the necessary knowledge, professional skills and real work experience to thrive in the industry.
- d. Improve problem solving skills.
- e. Improve skills in teams or individuals

### 4.2.2 Benefits for Ottimmo International Mastergourmet Academy

- a. Establish and expand future connections and collaborations with targeted institutions in various countries.
- b. Assess current study plans and curriculum improvement plans based on internship and institutional experiences.
- c. Strengthen and introduce the academy's branding image as a professional institution in accordance with its vision and mission.

### **4.2.3 Benefits for Centara Grand and Bangkok Convention Centre at Central World**

- a. Cost-effective human resource strategy.
- b. Introducing the company indirectly to a wide network abroad
- c. May assist the following recruitment needs by gaining access to conducted trainees or apprentices.
- d. Improve work efficiency by lightening the workload and improving the focus of employees and those from higher levels.

## **4.3 Suggestions**

### **4.3.1 Suggestions for Ottimmo International**

- a. Maintain wider connections to leading restaurants, patisseries, hotels, and similar institutions, both locally and internationally.
- b. Have a more detailed system for caring for and assisting students in internship programs.
- c. Set higher standards for students' self-care and educate students to practice personal hygiene in the work environment

### **4.3.2 Suggestions for Students**

- a. Have a stronger and more positive attitude at work environment.
- b. To work well and better under great pressure.
- c. Having better attention and obedience to the leader/person in charge.
- d. Have a better ability to follow developments in workplace standards.

### **4.3.3 Suggestions for Centara Grand**

- a. Provide staff with some form of refresher hygiene, sanitation, and food safety training.
- b. Where possible, update obsolete and irrelevant standards and replace them with newer ones that will produce consistent results.
- c. Provide trainees/apprentices with a more structured, unambiguous, and careful training program.