

CHAPTER 4

CONCLUSION

4.1 Problems and Solutions

During 6 months of internship at Pavilion Restaurant JW Marriott Surabaya, the author faced problems and find a way to solve it. There are the problems and how to solve them:

Problems:

- Lack of experience: The author faces new places, environment, and surroundings which is hard to adapt in early months of training. The author have to memorize the location of the chiller, freezer, dry store and etc including the ingredients used to prepare for cooking food, also have to memorize the location of Hot Shoppes to send leftover food from Pavilion Restaurant.
- At breakfast, the noodle section is too crowded but when the condiments of noodle is almost empty, there are no runner in charge so that I must take and refill by myself whilst there are no person in charge in noodle section.

Solutions:

- Be confident and do not afraid to ask question to the staff when everything is not clear enough. Willingness to learn something new is the key.
- Add 1 more person to be a runner to refill empty condiments in noodle section and refilling main course at the buffet, so that I can in charge in noodle section without refilling noodle condiments.

4.2 Benefits of Internship in student's point of view

Benefits of internship which are:

1. Learn new things while working and start to be a great teamwork
2. Always shaking hands to chef in charge, staff and casual worker before and after shift ends as a tradition working in the hotel
3. Don't hesitate to ask the staff if everything is not clear
4. Creating mental pressure to be able to move quickly, and be swift
5. Build good relationship to the casual worker and staff to become part of the family
6. Learn how to handover task to other casual worker with good capability to do the task
7. Learn how to help casual worker do the preparation while learning how to do the preparation

8. Maintaining cleanliness at the workplace all the time
9. Always obey to the chef in charge while the chef looking for help
10. Applying knowledge and theory of classroom to the workplace
11. Mandatory briefing with the chef in charge to know upcoming events in the hotel
12. The student must be familiar with plastic wrap and label date to cover food and put it in the chiller

4.3 Suggestion

For students:

1. Be initiative and willing to learn new things in the hotel
2. Show leadership and competency in handling task given by the chef
3. Always responsible and meet up to any grooming or hygiene standards in the hotel
4. Always be prepared and ready to faces new challenges every day
5. Be confident and courageous on any situation
6. Be respectful and obey to all the staff and chef in charge
7. Don't hesitate to ask for guidance
8. Do all assignment/task wholeheartedly
9. Work and go home on time and learn to work efficiently on time management

For JW Marriott Surabaya:

1. Granting pocket money to trainees would be appreciated
2. Pest control should be given more time in checking and controlling the the pests around the kitchen
3. Trainees should have a locker from the first day working in the hotel
4. Male's locker should have beds for staff to rest and have air conditioner (AC) before working on the next day
5. Add more personnel on Hot Shoppes to help senior staff in carrying heavy items and cooking large portions
6. Expand the parking lot particularly for staff, trainee, casual worker vehicles
7. Improve Hot Shoppes layout to create better atmosphere

For Ottimmo International MasterGourmet Academy Surabaya:

1. Expand partnership and affiliation with more fine dining and Michelin star restaurant
2. Expand partnership and affiliation with cruise ships

4.4 General point of view about the establishment as an internship placement

In JW Marriott Hotel Surabaya, the writer can learn many things, especially at Pavilion restaurant where there are Asian, Western and Mediterranean Cuisines with different cooking methods and techniques, learning to adapted environment with friendly staff and casual worker that always support me in good or bad condition. Learning to stay positive is the way that the writers feel at work in the real five star hotel. The writer can learn a lot of experience, learning in depth how F&B industry look like and learn to work quickly and efficiently. The writers hopes to trial casual on call for 3 months to know how the writer enters night shift to cook breakfast main course and set up breakfast food layout.

4.5 Memorable Moments

- Learning something new everyday
- Finally, I already adapted to work in the hotel after 3 months
- Training cooking techniques knowledge from Imari to Pavilion
- Learn how to be polite and friendly to the staff and casual worker (always greeting before and after shifts end) to show respect

Team Photoshoot



Figure 4. 1 Team Photo with fellow staff and casual worker



Figure 4. 2 Team photo with trainee