

## **CHAPTER IV**

### **CONCLUSION**

#### **4.1 Problem Faced and the Solution**

During 6 months of internship at BRAUD Artisan Bakery, the author surely had faced some problem, be it as a team or as a personal-being, but from this internship, the author know that problems and conflicts are commonplace in business and teamwork. Sometimes there are unexpected things that can happen and what we can do is find a solution to that. Several problems that the author experiences during the internship at BRAUD Artisan Bakery are:

1. Different people have a different information and working procedure.

To make things easier and efficient, some staff have their own method in doing something. For example, to make the tiramisu cream, senior A taught the Author to whisk the egg mixture until fluffy and then add the gelatin, while senior B taught the Author to whisk the egg mixture just until it is thoroughly mixed before the gelatin is added. At first, it was confusing but over time, the Author uses the appropriate method taught by each senior depending on who the Author works with. Here, the author learns to adapt and be flexible. In addition, there are many ways to make food, it all depends on what kind of food we want to produce.

2. The workplace is not enough to handle the large number of orders.

Every day more and more orders come, but the workplace is not enough to accommodate all orders. Therefore, the Author learns to use space as efficiently as possible.

3. Lack of people during work shifts due to unexpected things.

Sometimes there are staff who suddenly get sick so they can't work that day. One day there were 3 staff who did not come to work. Therefore, the author along with the remaining seniors had to work more quickly and efficiently so that the orders for that day were not completed late.

## **4.2 Benefits of Internship**

The benefits of internship from the author point of view are summarized in the points below:

1. Give experience and glimpse for the Author to know how the real industry of food and beverages works.
2. To learn and deepen the skills under the guidance of the professionals.
3. Deepen understanding of pastry and bakery.
4. Enriching the mindset in work and making products.
5. Develop professionalism at work.
6. Build a connection and network with peoples in the field.

## **4.3 Suggestion**

During the six months of internship, the author have some suggestions that might be considered in the future, both for OTTIMMO International and BRAUD Artisan Bakery:

- 1) For OTTIMMO International MasterGourmet Academy
  - a. Keep and maintain a good relationship with BRAUD Artisan Bakery.
  - b. Expand the connection and good networking with another hotel, restaurant, and bakery.
- 2) For BRAUD Artisan Bakery
  - a. Enlarge the work area to meet the order capacity.
  - b. Improve the safety and hygiene in the kitchen.

## **4.4 General Point of View about the Internship Placement**

The author is really grateful and thankful for all of the experience and knowledge that has been shared by the entire staff at BRAUD Artisan Bakery. It is such an honor for the author to join the great team. This internship has given the experience and permission for the author to know how the real industry of food and beverages works. The internship program motivates the author to improve skills, leadership, confidence, personality and professionalism in work. Overall, BRAUD Artisan Bakery is a good place to start the internship. All of

staff are helpful and really friendly towards the intern. These environment support and motivate the author to be passionate, trying new things and be creative in pastry and baking.