

CHAPTER IV

CONCLUSION

4.1 Problem Faced and Solution

During the 6 months of internship at Folie Restaurant, The author faced problems as a team member and personal. These are the problems and how to solve them :

1. Lack of staff numbers in pastry
When this problem occurs, all members work faster and maximize mise en place by always prioritizing more important and urgent job tasks first and also always checking the availability of the item carefully so that nothing is left behind.
2. Misscommunication
Sometimes working with different people, different information, and also different working procedure. For example when the author have to make soufflé base with senior A, The author have to smoothed the base with hand blender to avoid lumps, but with senior B you don't need to do this step. So the way the author faced problem is adjust and follow how to make the products depending on with whom the author works with
3. Complain from guests
Sometimes, there would be complain from guests and the way to solve it was give the guest with the replacement or compensation either . Also the author will tell the senior about the problem for the evaluate for the future. For Example the guests order Le Profit Roll and then complain about the ice cream was too freeze so the solution is take out the ice cream first when recevieng the order to make it defrost in the room temperature while the author prepared the other condiment.

4.2 Conclusion

From the sixth month of the Internship at Folie Restaurant, the author concludes that the internship program is the first step that helps us to start a career in the future. This internship gives the author an opportunity to work in a professional kitchen and improve professionalism, communication, efficiency, managing time, and also teamwork skill. The internship also provides new knowledge about recipes or material handling items that the author have never processed into a product. The author feels very lucky to do his internship at Folie Restaurant because the staff are friendly and kind and always teach new things and experiences to the author. So, the author feel so grateful for joining to folie restaurant's team.

4.3 Suggestion

4.3.1 Suggestion for students

- a. Always keep a good attitude and be polite
- b. To be more discipline and responsible with their job
- c. Never complain
- d. To do everything, fast, efficient, and correct
- e. To be more creative
- f. Always try and do the best, to not be afraid to make mistake.

4.3.2 Suggestion for Folie Restaurant

- a. Increase more staff
- b. To have more equipment and utensils
- c. To have a clearer guideline job description for training.

4.3.3 Suggestion for Ottimmo International Master Gourmet Academy Surabaya

- a. To keep a good relationship with the Folie Restaurant Bali.