

CHAPTER IV

CONCLUSION

4.1. Problem and Solutions

During the four months of internship at KONG Restaurant Bali, surely there are some problems that the author had to face. Problems and conflicts are important at every workplace. At a personal level, conflict allows learning to be related to the perception of errors, and to develop new ideas. On the other hand, at the social level, it enables the reinforcement of communication, respect for others, and enhances commitment. By experiencing all those problems, the author can learn how to solve them, learn to evaluate, be more disciplined, organized, work in an effective way, self-motivation, increase work performance, and learn to fulfil customer satisfaction. Today's failure teaches the author how to overcome problems and conflicts that might happen in the future. Several problems that the author experiences during the internship at KONG Restaurant Bali are:

1. Different people, different information and working procedures.

Sometimes asking a different person with the same question may result in a different answer. Also working with different people may have different steps. There is no standard recipe. So, the way the author faces the problem is adjusts and follows how to make the products depending on with whom the author works with.

2. Limitations to use the equipment.

As KONG's kitchen position is side by side, cold & pastry section, pass section, and hot section will share their equipment and utensil. For example, if we want to use an oven, we should ask and tell all sections that we want to use the oven. Sometimes, there are arguments between all the teams as we all want to finish work as fast as we can to finish early. And we don't have any solution for this. Then the other example, there were plenty of food containers at first, but somehow many were lost, or being kept by each station

individually. The only solution to this problem is to never lose sight of your food containers.

3. New to field.

At first the author was still confused about what to do, since the author was new to kitchen life. But luckily the staff were nice, they taught the author how to do the job properly. They are always checking up on the trainee, correcting us if we're doing something wrong, until we can do it by ourselves.

4. There is still a lack of education about food handling for staff which causes guests to be poisoned due to food contamination. The author's way of dealing with this problem is always to use gloves when handling raw food and remind the other staff to do the same way as the author did.

5. The staff ordered too many ingredients not according to the amount needed, causing the ingredients to spoil. The author's way of dealing with this is to remind the staff of the amount of stock in storage.

6. Work Ethic Issue.

The author experienced verbal sexual harassment in Kong. The author has tried to reprimand the staff, but it continues to be done to the author's friend. Because it was the second incident, the campus decided that the author's internship would only last 4 months. Then the author continues the remaining 2 months of graduation requirements by working at Braud Artisan Bakery as a daily worker. The author is placed in the pastry section and lamination section. For the pastry section, the author makes cakes for café and wholesale such as Basque, New York Cheesecake, Tiramisu Cake, Tart, etc. Meanwhile, in lamination, the author makes Viennoiserie such as Croissants, Pain Au Choco, Raisins, Danish, etc. Starting from mixing, folding, and baking.

4.2. Conclusion and the Benefit of Internship

From this four-month internship at KONG Restaurant, the author concludes that the internship program is just a beginning for the author before facing the real future career. The author is very grateful for the entire staff at KONG for gave their time to share their knowledge and experience, and it is such a great honor for the author to join their great team. The author believes that the internship program will bring a positive impact in the future and make the author able to compete in this industry. This internships program makes the author learn to improve personality, professionalism, communication, teamwork, and problem solving through the problem faced. There are several benefits of internship that the author got during this 4-month internship:

1. To fulfil a requirement from Ottimmo International.
2. To develop the knowledge gained during college.
3. To learn and gain new skills under the guidance of professionals.
4. As a self-preparation to face the future work life.
5. As a medium to self-develop in both soft skills and hard skills.
6. To give a glimpse of the real work in the future.
7. To build network with the professionals in the field.
8. Have a chance to learn kitchen structure, management system, and food production.
9. Gets in the experience of working in a team, where we all must lower our egos to avoid clashes.
10. Learning to work under pressure and be responsible for the work given to us by seniors.

4.3. Suggestion

During the four month internship, the author faced some problems that might be reviewed in the future, hence the author gives this suggestion.

4.3.1. Suggestions for Student

1. Prepare and maintain a healthy physical and strong mentally for doing the internship.
2. Always be disciplined, active, and maintain a good name for themselves, company, and institution.
3. Not to be afraid of mistakes because mistakes will make us better and make it an experience.
4. Use this internship as a chance to develop your skill and learn as many as you can.
5. Learn to adjust yourself with different situations or work partner.
6. Dealing with each person's character and how to face them is very important to carry out good teamwork.
7. Learn time management, so you can work more effectively and efficiently.
8. Build a good communication and be polite and friendly to the people around.

4.3.2. Suggestions for KONG

1. Repair of damaged goods and additional facilities for smooth operations.
2. Add new equipment, such as food containers so that operations can run smoothly.
3. Teach food handling and the importance of cleanliness to staff to avoid food contamination.
4. For all the employees to improve cooperation and mutual respect between the staff and trainees of each station.

5. Keep a good relationship with Ottimmo International.

4.3.3. Suggestion for Ottimmo International

1. Teach broader knowledge and give students the chance to try the equipment by themselves.
2. More attentive about internship program and the placement of the internship.
3. More organized and maintain good relationship with KONG Restaurant.

4.3.4. General Point of View

KONG is a good place to start an internship. Actually, regarding the work ethic issue, namely verbal sexual harassment, they think it's a joke and lack respect for the opinions of those of us who don't like the joke. But if you put it aside, they are not stingy in knowledge, always patient to teach us. Even if we are sick and miss work, they are never upset and instead pay attention to our condition. Hopefully this incident will make them realize that they must be able to improve their character and respect other people's opinions.

4.3.5. Memorable Moments during Internship

1. When the author is sick and does not come to work for a long time, the staff is not angry and instead pays attention to our conditions.
2. A Sous Chef who always asks the author's progress, what the author has learned, and always willing to share knowledge if there is an opportunity.
3. The staff who share work experience stories and provide support to continue to progress and develop.
4. There is no friendship limit between staff and interns, we can still eat and hang out together.
5. Praised and feel dependable during service time.

6. Staff who cried and didn't want the author to leave.
7. Hectic but fun service time.
8. Coffee which is always made during the morning shift in hot kitchen.
9. Food cooked by the staff to be eaten together.
10. Many guests order burgers in a day and the author cooks the burgers, and then the staff said the author looks like SpongeBob.