

## **CHAPTER IV**

### **CONCLUSION AND SUGGESTION**

#### **4.1 Conclusion**

The author is very grateful to have the opportunity to do an internship at W Bali Seminyak because the author got a lot of knowledge and experience during the 6 months. The author believes that the experience and skills gained from an internship program are invaluable and the best way to learn and adapt to the realities of a professional kitchen despite all the problems that the author had to face. The author also learned about establishing a good networking and good teamwork with other staff and fellow chefs. It is truly a memorable experience that ones can gain through an internship program.

#### **4.2 Suggestion**

##### **4.2.1 Suggestion for Ottimmo International Master Gourmet**

1. Keep in touch with the students on internship.
2. Keep the communication between trainee and hotels.

##### **4.2.2 Suggestion for Student**

1. Prepare yourself and mentally first to feel professional in the kitchen.
2. Keep learning and dare to ask questions.

##### **4.2.3 Suggestion for W Bali Seminyak**

1. Didn't make trainees often work overtime.
2. Need more staff to handle the operation at busy time.

#### **4.3 Problem and solution**

1. Time Management

On some events or weekend, the hotel was so busy that the normal working time of only 9 hours will extend up to 11-12 hours. To prevent the trainees from coming home too late, preparing the food must be done in a hurry and even skip or delay the break periods.

## 2. Helping And Interacting With Guests

The author felt scared when assigned to be on duty at the pancake station breakfast because the author was very confused about how to explain to customers, and how to interact with customers. However, after several attempts to interact with our customers, it was nice to have a new experience. Therefore, it is important to get to know more about the products that are served so that it is easy to answer and explain when asked by the customers.

## 3. Limited Tools

There are limited tools available, although each outlet has their own tools, sometimes these tools can get lost and no one felt responsible, such as peelers and knives. The solution to this problem is to keep the tools available as best as possible so it won't be lost, or bring personal tools such as peeler.