

## **CHAPTER IV**

### **CONCLUSION**

#### **4.1. Problems and solution**

At the beginning of the internship, the author experienced both mental and physical pressure. Transitioning from never having worked before to suddenly working for long hours, more than 10 hours a day was quite a shock to her body, leaving her exhausted. The author even suffered from headaches and fever during the early days of the internship due to the long working hours. Mentally, faced stress and overthinking, which triggered the gastritis. For the first two weeks, her gastric issues persisted, and felt nauseous and vomited every day. At one point, one of the chefs asked her to go home and rest because of her condition. During that time, the author considered quitting the internship, thinking she wouldn't be able to endure it for six month. However, as time passed, her body gradually adapted to the heavy workload, and became stronger and more resilient, able to handle long working hours and started calming her mind and thinking positively and optimistically. Eventually, as her stress reduced, my gastric problems healed. With her body becoming stronger and her stress reduced, the author began to enjoy internship, even under the physical and mental pressure.

#### **4.2. Benefit of internship in student's point of view**

During the internship, the author have gained several valuable benefits that have been useful. Through the internship program, she has gained insights into the workings of a professional kitchen and learned how to use various kitchen equipment that she had not encountered before. Moreover, she has been able to train herself to work under pressure, dealing with both physical demands, such as working for more than 10 hours a day, and the mental pressure of handling tasks and superiors' occasional reprimands for mistakes. This experience has helped her build resilience and adaptability. Discipline is

another important lesson learned during the internship. From dressing appropriately to maintain personal hygiene and clean environment, she have learned the importance of being disciplined in completing tasks correctly and on time. Working in a professional kitchen has also taught her the significance of teamwork. Being part of a team means adapting to different personalities and backgrounds, and learning to collaborate and support each other to ensure the job is done right. Furthermore, the internship has provide me with valuable lessons in providing excellent service to guests and others. It taught her to serve with dedication, even during challenging times. The author learned to maintain professionalism and give my best despite any personal issues, ensuring that guests receive exceptional service. Overall, the internship has been a tremendous learning experience, equipping her with essential skills and qualities that will undoubtedly benefit me in the future.

#### **4.3.General point of view about the establishment as an internship placement**

The Westin Surabaya is a good place to be chosen for an internship by students. At The Westin Surabaya, interns are trained to work professionally, starting from learning how to properly handle guests, cooking techniques, and the use of professional kitchen equipment, and more. However, there is a negative aspect that I faced during my internship, which is that trainees were not given proper breaks during the internship period. Trainees often end up working overtime. Even though there was a regulation stating that the working hours for trainees should be 9 hours, including a 1-hour break, the reality was different. We, as trainees, often worked up to 12 hours without any break. The working environment was also not conducive, as some of the chefs were lazy and neglected their duties, leaving most of the workload to the trainees. Instead of being good leaders or chefs and setting an example, some of them delegate the majority of the tasks to the trainees while they themselves do not work and slack off. Overall, The Westin Surabaya offers good training opportunities, but the issues related to working hours, breaks, and the working environment need to be addressed to ensure a better experience for the interns.

#### **4.4. Memorable moments during internship**

Aside from the negative experience, the author also have some memorable moments during her internship. She got to meet new people who eventually became her new friends. She also learned new things and improved my cooking skills, especially in cooking Western dishes. Additionally, she had the opportunity to taste and even eat expensive 5-star hotel dishes without having to pay for them. The author even earned the nickname “Pasta Girl” from some of her friends because she almost eat pasta every day, either cooked by her chef or made by herself.

#### **4.5. Conclusion and Suggestion**

The Westin Surabaya is indeed the best five-star hotel in Surabaya. Trainees are also provided with several facilities while working there. However, due to the less conducive working conditions and the lack of professionalism in providing break times for trainees, the author does not recommend this place as an internship destination for students. Despite being a five-star hotel, the well-being of human resources is not well taken care of.