

## **CHAPTER IV**

### **CONCLUSION**

#### **4.1 Problems Encountered During Internship Period**

- **Overtime**

The most common problem during the internship period would be the insane working hours each day. On the contract it said interns were only supposed to work 9 hours a day, 10 hours if it was busy, however it was always more than 9 and 10 hours of work every day. They have an agreement where everyone is given an hour of break time to eat and relax per day, but most of the time, interns would not even receive any breaks. There would also hardly any time to eat because of the amount of work that the superior had given to the interns. It took some time to get used to the situation, but eventually, it was alright.

- **Irresponsible Supervisors**

There are many irresponsible supervisors in this vicinity. They would often only give orders to their subordinates and interns, and sometimes not work at all. The amount of workload given to the interns are unreasonable to the point where they don't get any breaks. The supervisors would even mock us if we took a second to relax. Not everyone in the industry could be trusted as superiors. Most are irresponsible and take advantage of their position to exploit their workers. All that could be done was to be patient every time an order is received and try to control the emotion.

- **Guest Complaint**

Since we were handling buffets daily, we needed to interact with many types of guests. A guest complaint was something we couldn't avoid, especially when we were still learning as interns. We had to get used to interacting with new people and we had to learn the right way to serve our guests. A guest complaint was received during the internship period. They

said that the author was being rude when responding and the voice tone was not to their liking. They reported it to the supervisor and the author was called to discuss it. An apology was given to the customer and free amenities were also sent to their room.

#### **4.2 Benefit of Internship**

There was a lot to learn from this internship program. It was mentally and physically training the interns to be strong, to be responsible, to be able to handle different types of people. Completing the internship program can also help students to graduate and to experience work while also learning new things. Time management was very important during this internship program, especially in a hotel where everything is prepared quickly and in large amounts. Therefore, as the time went by, the work method became better and more efficient than the beginning of the internship period.

#### **4.3 Suggestion for Ottimmo, Students, and The Establishment**

Overall, the establishment could be a good place to start for the other students' industrial training location as they really build their interns to be as resilient, as fast, and as responsible as possible. The establishment may not have the most conducive working environment, but no establishments here are perfect. It could still be acceptable for the other students to try, as long as they are mentally and physically prepared for what to come.