

CHAPTER I

INTRODUCTION

1.1 Backgrounds of Study

Internship report is one of the requirements for Ottimmo International students to complete their education at Ottimmo International Academy. This can only be done when the author can complete the internship for 6 months. This internship program is carried out so that students learn new things both in knowledge, networks, and also gain professional experience in the kitchen together with colleagues and professional chefs. This is also done to prepare every student to work in the real professional kitchen.

During these 6 months, the author carried out her internship at JW Marriott Hotel Surabaya. The author chose the hotel because it is one of the 5-star hotels and is also under license of the international company Marriott Bonvoy. In this case the author argues that working in the best place will also produce the best experience, especially in the world of hospitality and the F and B industry. Because of this, this hotel has many presidents, celebrities, and some important people who stay and visit for important meetings at JW Marriott Hotel Surabaya. JW Marriott Hotel Surabaya also has a Bakery and pastry shop (SBCo) which is very popular and the products also have a good taste, this makes the author interested in interning at the JW Marriott Hotel Surabaya specifically in pastry kitchen.

The author carried out her training for 5 months in the Pastry Kitchen and during this time the author learned many things including how to make cakes, how to work quickly and efficiently, how to serve and welcome guests properly and correctly, how to prepare condiment and also set up, how to decorate cakes, how to apply hygiene and sanitation in accordance with hotel standards, how to work in a team work together with our work partner. For 1 month, the author was also given the opportunity to carry out her training as the F and B Culinary administration secretary.

Here the author learns several things including ordering ingredients and this is divided into 2 parts, namely store and market or usually also called DML, this is only focused on 3 kitchens including pastry kitchen, pavilion kitchen, and main kitchen. The difference between store and market is store or storeroom some core

items such as seasoning, canned products, frozen food, eggs, bottled sauces, alcoholic beverages and some ingredients for beverages, cereals, dairy products, various kinds of flour, some ingredients for bread and cakes, and some ingredients for condiment. Then in the market (DML) there are goods such as vegetables, fruits, meat, and also some ingredients that are not found in the storeroom and these items are taken in the purchasing section. In the other side, the author also learned how to make several reports such as daily reports, food costs, budget spreads, and also help operational in the morning at breakfast

1.2 INTERNSHIP OBJECTIVE

1. To gain more work experience and knowledge.
2. To train how to work in a team.
3. To train the author to be responsible, work professionally, learn discipline, good attitude, know about hygiene and sanitation.
4. To improve skills both those that have been learned while on campus and those that have not been taught.
5. To know about job desc and work structure of hotels, especially the kitchen department and operational hours in the world of hospitality.
6. To improve creativity, work mentality, and proper time management.

1.3 BENEFIT OF INTERNSHIP

1.3.1 Benefit for Student

1. Learn how to understand and how to work with people who have different characters in the workplace.
2. Improve skill and knowledge about work leadership.
3. Have more experience in the professional kitchen.
4. Increase good networking with others within the F and B industry.
5. Make students learn more to work hard, discipline and be responsible.
6. To adjust to the work environment.

1.3.2 Benefit for JW Marriott Hotel Surabaya

1. Get human resources for free.
2. Increase the potential of trainees to casual or staff.

3. To form a good relationship between JW Marriott Hotel Surabaya and Ottimmo International.

1.3.3 Benefit for Ottimmo International

1. Building a good business partner between campus and hotel.
2. Produce students with good skills from the internship program.
3. Gaining a reputation for college.
4. The campus can also find out and measure the ability of a student to what extent in improving the ability to receive, apply, and develop knowledge received by educational institutions