

CHAPTER III

INTERNSHIP ACTIVITIES

3.1 PLACE OF ASSIGNMENT

During the internship at JW Marriott Hotel Surabaya, the author was placed in the pastry kitchen for 5 months and then in the F&B administration secretary position for 1 month. In the pastry kitchen, the writer handled breakfast, lunch, and dinner at Pavilion Restaurant, prepared cakes for the Executive Lounge, and created a la carte desserts. Additionally, the author assisted in production for special orders such as 3 flavor ice cream at Pavilion Restaurant and cheesecake at Uppercut Steakhouse. In the banquet Team, the author responsibilities included preparing cakes for small meetings, providing desserts for ballroom events, producing cakes based on the banquet Event Order, and preparing cakes for various events. From the author experience, I have handled several events at the banquet team such as during religious and wedding events at the JW Marriott Hotel Surabaya. there I didn't only make the product, but I also refilled the cakes and I also took care of the existing stalls.

After completing the internship in the Pastry Kitchen, the author also participated in the F&B administration secretary role. In this department, the author handled checking and ordering ingredients, mainly for Pavilion Kitchen, Main Kitchen, and Pastry Kitchen. Moreover, the author prepared daily reports from each kitchen, updated budget spreads and food costs, and created various other reports.

3.2 ACTIVITIES PERFORMED

During the internship, the author carried out several tasks, and here is an explanation of some of these activities.

3.2.1 Outlet Team

- 1) Breakfast



Figure 3.1 Indonesian Traditional Cakes Station

- a) At the live and bakery station, the author was responsible for making french toast with plain and cinnamon flavors, preparing pancakes and waffles, assisting guests in getting croissants, donuts, danish pastries, muffins, soft rolls, hard rolls, and toast, as well as cutting baguettes and loaf bread.
 - b) At the Ice Cream Station, the writer assisted guests in choosing ice cream flavors and prepared bread, offering one-bite bread to the guests.
 - c) At the Indonesian traditional cakes section, the writer served various Indonesian snacks such as *bubur Madura*, *nagasari*, *koci-koci*, *klepon*, *kue tok*, *onde-onde*, *bolu kukus*, *kue lapis*, *kue lumpur*, *lapis Surabaya*, and *lapis legit* to the guests.
 - d) After closing, the writer prepared some ingredients for the next day, which included making plain and cinnamon sauce, cutting brioche, setting up condiments for the live station, baking muffins, preparing waffle, pancake, and muffin batter, as well as storing the already-made brioche and toast.
- 2) Lunch and Dinner



Figure 3.2 Outlet Lunch and Dinner

- a) Preparing 6 flavors of ice cream as per request.
 - b) Preparing and decorating cakes for lunch and dinner at Pavilion Restaurant.
 - c) Maintaining and replenishing cakes at the dessert station.
 - d) Assisting guests in serving ice cream.
 - e) Preparing condiments for the *es campur* station.
 - f) Shaving ice and serving desired condiments to guests.
 - g) Preparing and setting up Indonesian traditional cakes with a total of 8 varieties.
- 3) Executive Lounge and Uppercut



Figure 3.3 Set Up Executive Lounge

- a) Preparing and decorating 3 types of cakes for the Executive Lounge.
- b) Preparing condiments (vanilla sauce, strawberry sauce, chocolate sauce) and 2 dry condiments (raisins, choco chips, golden thin).
- c) Preparing Lafosch, Grissini, Hard Roll, Soft Roll, and Bread Loaf.
- d) Preparing and making pudding for the Executive Lounge.
- e) Creating a la carte orders such as 3 flavor ice cream and cheesecake for Uppercut.
- f) Assisting in cake production.
- g) Making cookies when ordered by the Executive Lounge.

3.2.2 Banquet Team



Figure 3.4 Banquet Team (Set Menu)

- a) Make cakes according to banquet event orders.
- b) Plating cakes for both buffet and dining events.
- c) Preparing plated dishes for set menu banquet events.

3.2.3 F&B Administration Secretary

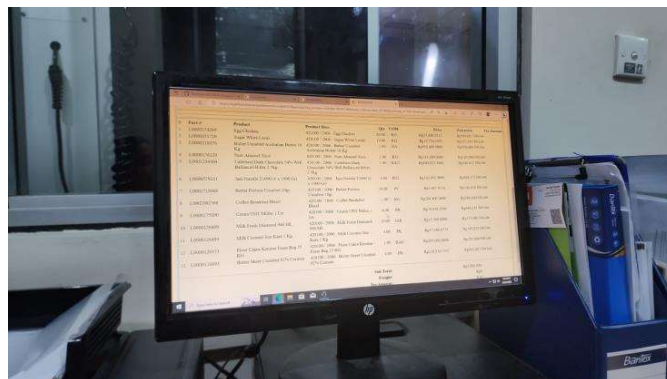


Figure 3.5 Checking Order

- a) Assisting in backing up breakfast, such as refilling and preparing salads for lunch.
- b) Placing orders for ingredients from the store room and purchasing department.
- c) Creating and updating daily reports for each kitchen.
- d) Updating the budget spread.
- e) Assisting in the set menu department.

3.3 JOB DESCRIPTION

3.3.1 Outlet Team

- 1) Breakfast

Table 3.1 Job Description Outlet Team Breakfast

Time	Job Description
06.00-06.30	Set up breakfast condiments and Indonesian traditional cakes and prepare items to pass around.
06.30-10.30	Handle breakfast at the Pavilion Restaurant.
10.30-11.00	Close and clean all breakfast items.
11.00-12.00	Clean the breakfast trolley and assist with setup.
12.00-13.00	Lunch break
13.00-15.00	Make waffle, pancake, and muffin, cut brioche, prepare condiments for tomorrow (chocolate sauce, fruit sauce, vanilla sauce, fruit compote, honey, maple syrup, fruit jam, Nutella, and Skippy), make plain and cinnamon sauce for tomorrow's breakfast.

- 2) Lunch and Dinner

Table 3.2 Job Description Outlet Team Lunch and Dinner

Time	Job Description

14.00-15.00	Handling lunch in Pavilion Restaurant
15.00-17.00	Closing, clearing up, and refilling ice cream, preparing es campur condiments, making and assembling cakes for the outlet, setting up cake, Indonesian traditional cakes, and es campur.
17.00-18.00	Break time.
18.00-22.00	Handling dinner at the Pavilion restaurant.
22.00-23.00	Clearing up, closing, and refilling condiments and ice cream (if there is no dinner from 6:00 PM to 11:00 PM, then focus on the product).

3) Executive Lounge and Uppercut

Table 3.3 Job Description Outlet Team Executive Lounge and Uppercut

Time	Job Description
12.00-13.00	Handling lunch in Pavilion Restaurant
13.00-17.00	<ul style="list-style-type: none"> - Prepare cake, pudding, and decorations. - Proof and bake soft rolls, hard rolls, and loaf bread. - Prepare condiments. - Refill lafosch and grissini.
17.00-18.00	Set up in Executive Lounge
18.00-19.00	Break time
19.00-20.00	<ul style="list-style-type: none"> - Make cookies if there are orders from EL and several other orders. - Prepare pudding for EL. - Assist in cake production. - If there are ala carte orders, they will be made.
20.00-21.00	<ul style="list-style-type: none"> - Making Bubur Madura.. - Clearing up, closing, and refilling condiments.

3.3.2 Banquet Team

Divide in two shifts:

Table 3.4 Job Description Banquet Team in The Morning Shift

Time	Job Description
07.00-13.00	<ul style="list-style-type: none">- Set up cakes in the banquet room following the banquet Event Order.- Plating the cakes- Decorate the cakes- Make cakes if they haven't been made yet.
13.00-14.00	Break time
14.00-15.00	Producing cakes for the banquet Event.

Table 3.5 Job Description Banquet Team in The Afternoon Shift

Time	Job Description
12.00-17.00	<ul style="list-style-type: none">- Assist the staff in preparing, decorating, and plating cakes for the banquet Event.- If there are items that need to be set up, they will be set up in the banquet Room.- If there is a set menu, prepare plates and do the plating as well.- Handle tasks during the banquet Event as required.
17.00-18.00	Break time
18.00-21.00	<ul style="list-style-type: none">- Assist the staff in preparing, decorating, and plating cakes.- If there is a set menu, help in the banquet kitchen and also prepare desserts for the dessert set menu.- Clean up the area after the tasks are completed.

3.3.3 F&B Administration Secretary

Table 3.6 Job Description in F&B Secretary Admin

Time	Job Description
08.00-10.00	Handling in breakfast

10.00-13.00	Making orders for the main kitchen, pavilion kitchen, and pastry kitchen.
13.00-14.00	Break time.
14.00-17.30	<ul style="list-style-type: none"> - Updating and creating reports. - Creating several reports. - Updating and reviewing reports.

3.4 PRODUCT INTERNSHIP

3.4.1 Pastry Kitchen



Figure 3.6 Strawberry Éclair



Figure 3.7 Fruit Tartlet



Figure 3.8 Smoke Beef and Cheese Quiche



Figure 3.9 Opera cake



Figure 3.10 Cheesecake Uppercut



Figure 3.11 3 Flavors Ice Cream



Figure 3.12 Pass Around Bread



Figure 3.13 Traditional Cake



Figure 3.14 Fudges Brownies



Figure 3.15 Executive Lounge Pudding



Figure 3.16 Caramel Pudding



Figure 3.17 French Toast, Croffle, and Waffle

During the internship, the author has acquired a wealth of new knowledge, especially in the techniques of cake making. One intriguing aspect was the alternative method of creating ganache. Unlike the conventional bain-marie approach, ganache was made by boiling cream and then pouring it directly into a heat-resistant container with the chocolate. This method proved to be more efficient and quicker. Furthermore, the author gained experience in mass-producing sweet bread. The process involved using a mixer to whip the bread dough, followed by shaping and filling it before placing it on trays and freezing it. The next day, the bread was taken out to allow it to rise before being baked.

In the banquet team, the author was involved in making tartlets such as smoke beef and cheese tartlet, beef quiche, mushroom quiche, and chicken curry quiche. Pre-made tartlet products were used, which were then brushed with egg whites and briefly baked before being filled according to the order. Additional royal quiche dough and cheese toppings were added before baking it again. Furthermore, the author learned the distinction between tartlets for savory quiches, which were pre-made and had a salty taste, and tartlets for fruit tartlets, which had a sweet flavor. Fruit tartlets were layered with melted chocolate and filled with pastry cream before being garnished with various pieces of fruit.

In the outlet team, the author became accustomed to producing cakes in larger quantities, lasting up to 5 days. Typically, there were around 13 to 15 different types of cakes prepared, as they were placed on buffet tables and needed to be abundant to meet customer demand. When it came

to cake decorations, the writer learned the importance of doing them close to the serving time to prevent ingredients like fruit from drying out. This internship experience provided valuable insights into the cake-making industry and enhanced the author's skills in handling challenges associated with large-scale cake production.

3.4.2 F&B Administration Secretary

Legend	Outlet	Period	Revenue	Center	Average	Budget	Occupancy	Total Revenue	Actual Daily Spending Cost	Food Plank Cost %
1	Breakfast	15,254,934	195	49,322.25	12,025,000	3,953,934				
	Lunch	26,127,799	36	225,355.55						
	Dinner	3,376,288	36	232,674.66						
	Breakfast	17,423,945	497	85,359.26	12,750,000	56,695	37,254,114	4,368,892	11.44%	
	Lunch	3,023,099	9	200,406.99						
	Dinner	35,877,689	66	272,993.34						
2	Breakfast	18,328,282	268	76,231.99	18,720,000	2,588,282	34,081,261	3,539,838	10.38%	
	Lunch	12,078,459	17	213,473.23						
	Dinner	49,028,194	127	385,976.38						
	Breakfast	12,885,934	313	76,309.44	26,978,000	3,988,042	71,661,503	7,591,266	10.59%	
	Lunch	35,020,090	71	211,283.22						
	Dinner	35,134,090	66	272,000.00						
3	Breakfast	16,125,000	250	64,500.00	21,100,000	5,000,000	49,823,958	7,123,650	14.29%	
	Lunch	2,276,288	27	84,307.00						
	Dinner	22,078,182	297	74,340.33	28,700,000	4,600,000	39,978,268	5,975,266	14.94%	
4	Breakfast	1,178,000	8	246,900.00						
	Lunch	1,818,000	8	227,250.00						
	Dinner	27,721,286	355	78,088.24	11,900,000	4,221,000	34,990,332	32,028,000	91.79%	
5	Breakfast	7,628,193	84	200,334.44						
	Lunch	6,049,488	27	223,833.25						
	Dinner	26,127,799	481	75,128.72	43,250,000	3,252,000	46,387,672	36,123,632	77.64%	
6	Breakfast	4,911,000	27	200,406.99						
	Lunch	4,911,000	11	446,454.54						
	Dinner	49,228,224	162	303,884.10	46,000,000	12,248,224	101,867,428	15,183,632	14.89%	
7	Breakfast	3,376,288	15	225,085.86						
	Lunch	13,818,612	19	727,295.36						
	Dinner	23,810,427	269	79,219.12	24,200,000	2,690,427	62,165,327	10,851,790	17.45%	
8	Breakfast	4,911,000	22	223,227.27						
	Lunch	4,911,000	22	223,227.27						
	Dinner	22,228,188	22	223,227.27	13,000,000	3,228,188	40,185,393	45,425	0.11%	
9	Breakfast	1,818,000	11	165,272.72						
	Lunch	1,818,000	11	165,272.72						
	Dinner	35,134,090	9	389,267.66	36,000,000	4,963,541	33,276,461	1,944,440	5.84%	
10	Breakfast	1,818,000	9	202,000.00						
	Lunch	1,818,000	9	202,000.00						
	Dinner	3,376,288	9	375,143.11						
11	Breakfast	1,818,000	9	202,000.00						
	Lunch	1,818,000	9	202,000.00						
	Dinner	3,376,288	9	375,143.11						
12	Breakfast	1,818,000	9	202,000.00						
	Lunch	1,818,000	9	202,000.00						
	Dinner	3,376,288	9	375,143.11						

Figure 3.18 Pavilion Daily Report

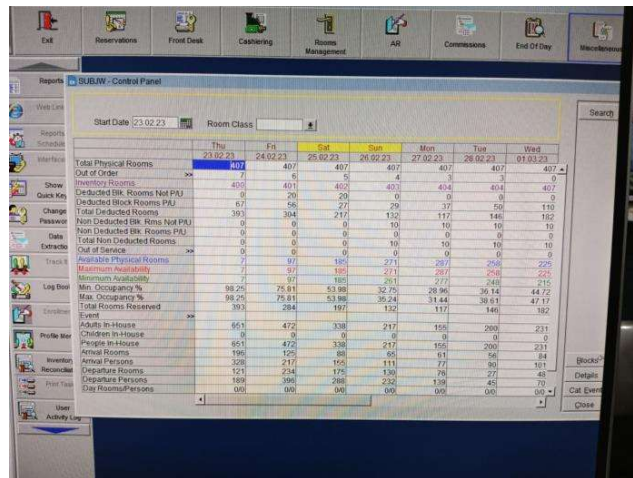


Figure 3.19 Occupancy Hotel

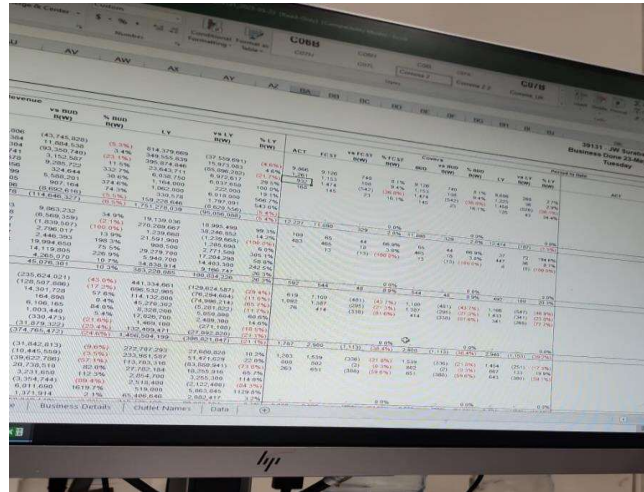


Figure 3.20 GRR

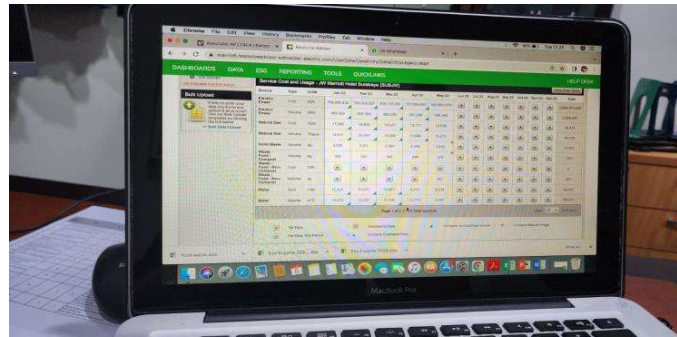


Figure 3.21 Eco - Enzyme Report

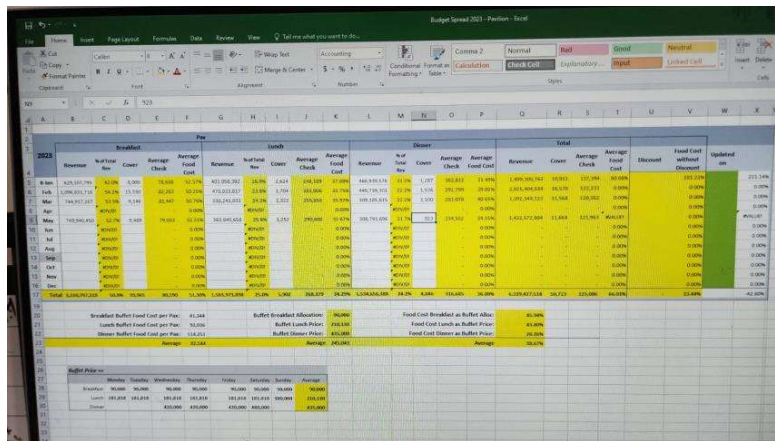


Figure 3.22 Budget Spread Report

During the internship at JW Marriott Hotel Surabaya, particularly in the F&B Secretary Administration department, the author was assigned various tasks. One of these tasks involved checking the hotel's occupancy daily. This was done by accessing the Opera website to monitor the hotel's occupancy levels on a daily basis. Another responsibility was handling the

Eco-Enzyme report, which contained the total amount of food waste recycled each month, measured in kilograms. This report was crucial in understanding the amount of food waste that could be recycled and turned into compost, promoting sustainability and waste reduction efforts.

The GRR (Guest Room Revenue) report encompassed the overall financial performance of the hotel, including revenue, cover, budget, and average check for each restaurant within JW Marriott Hotel Surabaya. Accessing the GRR was essential to analyze the budget spread and daily report, which provided insights into the financial performance of the hotel's various restaurants. The daily report was updated daily, focusing on daily operations, while the budget spread was geared towards a monthly perspective and updated accordingly.

As the F&B Administration secretary, one of the tasks was to facilitate the ordering of ingredients for the three kitchens: Pavilion Kitchen, Main Kitchen, and Pastry Kitchen. Keeping detailed records of the required ingredients for each kitchen, the admin would then proceed to place orders. The ordering process was divided into two categories: storeroom and purchasing. The storeroom orders included canned products, sauces, seasonings, frozen foods, dairy products, alcoholic beverages, rice, eggs, chocolate, various types of flour, and tea. On the other hand, purchasing orders were made for incoming fresh produce like vegetables and fruits, meat, and other items that were not available through regular hotel purchasing and had to be sourced externally. The F&B Secretary Admin played a vital role in coordinating these activities, ensuring a smooth flow of supplies and resources for the hotel's kitchens, and contributing to the overall efficiency and success of the F&B department at JW Marriott Hotel Surabaya.