

## **CHAPTER IV**

### **CONCLUSION**

#### **4.1 PROBLEM AND SOLUTION**

During the 5-month internship in the pastry kitchen and 1 month in the F&B secretary admin at JW Marriott Surabaya, the author encountered several problems. Here are some of the issues:

1. Temperature in the pastry kitchen:

The pastry kitchen should ideally have a cooler or lower temperature kitchen to prevent the cakes and pastries from melting. However, at JW Marriott Surabaya, there is no clear separation between the cold kitchen and hot kitchen, and the air conditioning is not functioning properly. As a result, the cakes and assembled pastries must be quickly stored in the chiller or freezer to avoid melting or damage. The solution is that it is possible to improve the room temperature by repairing the existing air conditioner so that the room temperature from the kitchen can be better.

2. Inadequate equipment:

The insufficient and limited availability of equipment in the pastry kitchen leads to arguments among team members. The inability to complete tasks on time due to queuing for equipment, particularly ovens and mixers, causes delays and frustration. Moreover, the shared usage of equipment with other kitchens complicates the situation. The solution is to be able to add some tools back and also improve some of the existing tools

3. Insufficient ingredients:

The presence of numerous teams in the pastry kitchen sometimes leads to conflicts over the available ingredients. Shortages of ingredients may result in unfinished tasks and even require borrowing from other kitchens. It would be beneficial to have a better system to manage ingredient availability for each team. The solution is that spending on materials can be better adapted to existing needs, especially for daily production needs.

## **4.2 SUGGESTION**

### **4.2.1 For Student**

1. Do not be afraid of failure and be willing to learn and try again.
2. Always maintain a polite and respectful attitude towards the staff.
3. Strive to be punctual and always be on time.
4. Be open to learning and working professionally and efficiently.
5. Demonstrate consistency in your work and continuously develop your skills.
6. Take responsibility for any tasks assigned by the chef or staff.
7. Make the most of the internship opportunity as there is much to learn.
8. Don't hesitate to ask questions.
9. Don't fear criticism or being scolded; it is an opportunity to learn and improve.
10. Be mentally prepared as the internship might be tiring at times.

### **4.2.2 For Ottimmo International Master Gourmet Academy Surabaya**

1. Ottimmo International is the best place to learn, especially in the culinary world, so it is crucial to maintain a strong relationship with JW Marriott Surabaya.
2. Expand collaborations with hotels and restaurants both domestically and internationally.

### **4.2.3 For JW Marriott Hotel Surabaya**

1. Maintain a strong and positive relationship between Ottimmo International Master Gourmet Academy Surabaya and JW Marriott Hotel Surabaya.
2. Increase the number of equipment to ensure a more efficient production process.
3. Regularly conduct cleaning routines to prevent insects from entering the operational area.
4. Expand the parking space, especially for staff, casual employees, and interns.

### **4.3 CONCLUSION**

This internship has been instrumental in improving both soft skills and hard skills. In terms of hard skills, the author have learned how to set up and plate dishes beautifully, and create various pastry variations. Additionally, the author also gained proficiency in using Excel during her time as an F&B secretary admin.

On the other hand, the internship has also contributed significantly to the author's soft skills. The author has learned effective time management, which has helped in handling tasks efficiently. Interacting with guests has boosted the author's confidence in communicating with the guest effectively. Working as part of a team has taught the author the value of collaboration and teamwork. Moreover, the experience of working under pressure has made her adapt well to challenging situations. Lastly, has been developed a professional work ethic that reflects in the author approach to tasks.

Overall, this internship has been a valuable learning experience that has not only enhanced the author culinary skills but also shaped her into a more well-rounded and competent individual.