

**INDUSTRIAL TRAINING REPORT**  
**INTERNSHIP AT JW MARRIOTT HOTEL SURABAYA**



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**OTTIMMO INTERNATIONAL**  
**MASTERGOURMET ACADEMY**  
**SURABAYA**  
**2023**

## PLAGIARISM STATEMENT

I certify that this assignment is my own work, based on my personal study and/ or research and that I have acknowledged all material and sources used in its preparation, whether they be books, articles, reports, lecture notes, and any other kind of document, electronic or personal communication. I also certify that this assignment report has not previously been submitted for assessment in any other unit, except where specific permission has been granted from all unit coordinators involved, or at any other time in this unit, and that I have not copied in part or whole or otherwise plagiarised the work of other students and other persons.

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Surabaya, 2023



Viona Evelin Putri

## APPROVAL 1

Title : JW MARRIOTT HOTEL SURABAYA  
Company Name : JW Marriott Hotel Surabaya  
Company Address : Jl. Embong Malang, No. 85-89, Surabaya, East Java  
No. Telp./Fax. : (031) 5458888

Which is carried out by Students of Culinary Arts OTTIMMO International  
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Finished the internship from January 9<sup>th</sup> 2023 until July 9<sup>th</sup> 2023

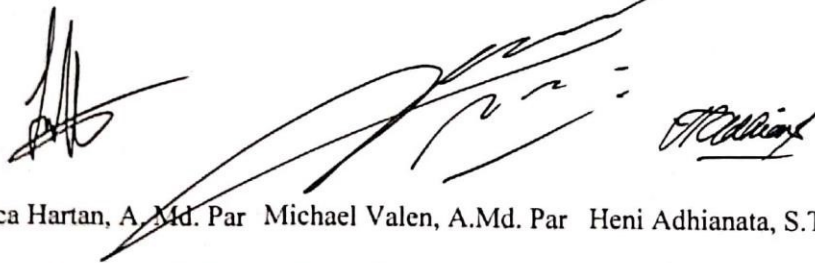
At JW Marriott Hotel Surabaya

Approved By:

Advisor

Examiner I

Examiner II



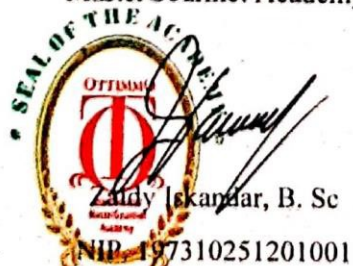
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## PREFACE

First of all the writer would like to thank God because this report is completed. This report is based on industrial training results conducted by the writer during the 6 months internship at JW Marriott Hotel Surabaya from January 9<sup>th</sup> to July 9<sup>th</sup> 2023. This report is prepared as one of the requirements to complete the Diploma III of Culinary Arts and Baking Pastry.

There are a lot of things that disturb the writer while finishing this report, but there are a lot of people give support and help until this report can be completed. So, on this occasion, writer want to say thank you to:

1. God, the one who gives me strength and many blessing during the process of this report completion.
2. Parents who always give me support spiritually, and every endless prayer.
3. Mr. Robby Jie Putra who helps me during the internship.
4. Ms. Jessica Hartan as my Internship final report mentor who already spent time to give guidance in doing this report.
5. All Pastry Kitchen Staff at JW Marriott Hotel Surabaya who has helped and taught me a lot during the internship.
6. Ms. Heni as Head Of Study Program of Ottimmo International.
7. Mr. Zaldy Iskandar as the Head Director of Ottimmo International

Surabaya, July 3<sup>rd</sup> 2023



Viona Evelin Putri

## **ABSTRACT**

This industrial training report is the one of requirements from Ottimmo International Master Gourmet Academy Surabaya to fulfill the graduation regulation. This report based on six months Industrial training at JW Marriott Hotel Surabaya from January 9<sup>th</sup> to July 9<sup>th</sup> 2023. JW Marriott Hotel Surabaya have several kitchen outlets to learn from, but the writer chose to do the industrial training at JW Marriott's Pastry Kitchen. There's only one pastry kitchen at JW Marriott Surabaya, one that supply the dessert for every department at the hotel. There are a lot of difficulties that the author had to face during the internship program especially during the beginning where the author had to learn a lot of new things because of the different job description that are required to do during the first two weeks. Besides that, the writer had difficulties to adapt with the new environment in the kitchen and in the restaurant in front of the guest, as well as having to adjust to working with new colleagues. However, as the time passed, the author is able to enjoy the internship program.

***Keyword:*** *JW Marriott Hotel Surabaya, Internship, Hospitality*

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