

CHAPTER I

INTRODUCTION

1.1 BACKGROUND OF STUDY

JW Marriott Surabaya is known as one of the leading establishments for a trainee to learn and being introduced to the working environment of the F&B industry that is why the author chose JW Marriott Hotel Surabaya as a place to do the industrial internship program. JW Marriott Hotel Surabaya is also known as a 5 stars Luxury Hotel in Surabaya under the World-renowned hospitality brand of Marriott International with a lot of international guests which leads to the author's curiosity with the condition and the workplace environment within the hotel. The author is also curious about the real work life at an international based company which is very different with café or restaurant.

During the internship program at the JW Marriott Surabaya's Pastry Kitchen, the author has received a lot of opportunity to learn new skill and a wide range of desserts' recipes. There are four sections in one pastry kitchen which made it possible to learn various skills and knowledge ranging from the hotel's fundamentals of dessert making, the procedure of serving the food, up until interacting with the guest. The kitchen staff also cares about the trainee and taught them well of the products' making process according to the hotel's standards.

In the six months of industrial training, the author has rotated inside the pastry kitchen. The author had an opportunity to learn at various outlet section for four and a half months; one month during breakfast at pavilion restaurant, two and half month for lunch and dinner at pavilion restaurants, and one month at the Executive Lounge. For the other one month, the author had an opportunity to learn at banquet section and two weeks at Surabaya Baking Company. Other than that, there are also chances to support the Surabaya Baking Company to make cookies for the Ramadhan hampers.

The author did the internship in the hope that someday could make excellent dessert with a hotel's standard. Within the experience, the author is able to learn more about team work in a big team, as well as to learn soft skill which is very important. There are a lot of things about the hospitality industry that is still unfamiliar, and by doing this internship it will definitely help the author to fully grasp and understand the fundamentals of the industry

1.2 INDUSTRIAL TRAINING OBJECTIVES

1. To learn a lot of things that author haven't learn before
2. To increase knowledge's especially in baking pastry
3. To learn more about team work and respect to one another
4. To learn the standard operational of a hotel
5. To know the hotel structure an job description within the hotel
6. To learn how to work effeciently

1.3 THE BENEFITS OF INDUSTRIAL TRAINING

1.3.1 Benefits For the Author

1. Learn more about hospitality industry
2. Increase working experience
3. Developed new skills and keep improving day by day

1.3.2 Benefits For JW Marriott Hotel

1. Got a fresh aid that may potentially be their employee
2. Develop connection between hotels and university
3. Have more worker for daily operational

1.3.3 Benefits For Ottimmo International Master Gourmet Academy

1. Develop business connections with the hospitality industry
2. From the students, Ottimmo are updated with the situation of the hotel's operational nowadays
3. Receive more experience and guideline for next batch of internship