

## **CHAPTER IV**

### **CONCLUSION**

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

During the beginning of the internship, the author finds it hard to adapt to the new environment. The author did not expect that it's a cook's duty to stay in a buffet to serve customer. At first it was exhausting, to adapt to the task in the kitchen was really hard because in the beginning the author was rarely in the kitchen and mostly spent time at the buffet. Yet as the time passed, the author gets used to the tasks and felt better. One of the challenges that the author is facing is trying to be more hospitable when greeting the customer since the author is not used to it. The author deals with it by learning to communicate and pay attention to the way other staff deal with guests .

Another problem that the author had after successfully adapted was the team in which all of them was trainees who couldn't work well in a team. This problem made the author overwhelmed because mostly the team members did not want to do the clearing up job or a task that is perplexing. The solution to this is that the author shared this issue with the staff and allow them to handle it. Moreover, the placement of the pans, spatulas, and other utensils are hard to find, which then leads the author to bring her personal spatula, knife, etc. Hotels have a place to keep the utensils but in busy hour, utensils are really hard to find because other kitchen staff use it.

#### **4.2 BENEFIT**

By doing and completing the internship, the author has learned a lot of things, from learning new recipes and techniques to learn how to make desserts items in big batch. Beside all the hard skills, soft skills like how to work as a

team, how to work efficiently, also how to respect other colleagues are things that the author has learnt as well. The author could see the real work life in the kitchen that isn't as scary as what is expected. By doing this internship, the author is able to discover her abilities and potential.

#### **4.3 SUGGESTION**

##### **4.3.1 For Ottimmo**

Keep maintaining a great relation with JW Marriott Hotel Surabaya and to ensure to monitors the students' activities during the internship.

##### **4.3.2 For Students**

Don't be afraid to learn something new because good things come with experiences. Do respect fellow interns and kitchen staffs in order to receive the respect in return.

##### **4.3.3 For JW Marriott Hotel**

Keep improving everything and increase the amount of equipment and utensils in the kitchen.

#### **4.4 GENERAL POINT OF VIEW**

From the author point of view, doing the internship at JW Marriott Hotel Surabaya's Pastry Kitchen was a really great experience. The kitchen staffs are ecstatic to teach the trainee and the Pastry Chef always try to make sure the trainees are able to learn something especially for the outlet's trainees who spent most of their time at the buffet.

## 4.5 MEMORABLE MOMENTS



**Figure 4.1** Outside Catering

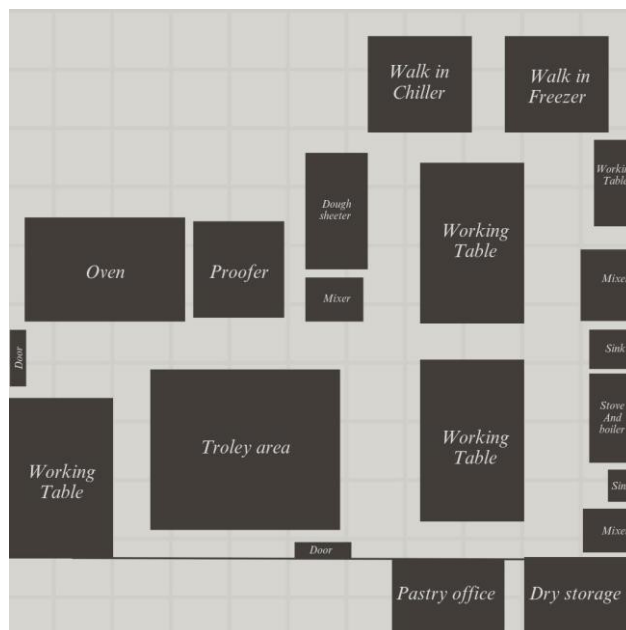
The outside catering is one of the memorable moments that the author had. There, the author learnt about how to take desserts out of the hotel and how to keep it safe while preventing them from melting. This event made the author realize that working in the kitchen is much more comfortable rather than conducting events with limited resources.



**Figure 4.2** Set Menu Uppercut

The second memorable moment during the internship is working on the set menu of the Uppercut Steakhouse. What makes it memorable is the author had an opportunity to work directly with the Pastry Chef. It's a very exciting opportunity and author felt content because of the opportunity that the chef gave.

#### 4.6 KITCHEN LAYOUT



**Figure 4.3** Kitchen layout

## **4.7 CONCLUSION**

Six months of internship isn't a short time but at the same time isn't long as well. When done with serious intention, it will give many benefits. There are a lot of things that a trainee could learn by training in a hotel's kitchen, not only to learn about new recipes and skills that a chef should have but also to learn about being hospitable and to understand how a hotel's kitchen operates. Overall, the author enjoyed the internship period even though there was a lot of problem during the beginning. The author also got an opportunity to build new relation with fellow trainees. Conducting this internship program is most definitely a memorable and exciting experience.