

## CHAPTER IV

### 4.1 PROBLEM SOLVING

- Not everybody is following the standard that is given for example for the thickness of mixture, the consistency, and the measurements of the seasoning. people get rushed and just put the seasoning in without actually measuring it properly, which really affects the taste, and it is not really up to the standard. So, when the author started training, they told the author to really ask everything to the CDP if it is really the correct standard and the author could really learn from there to keep up with the standard.
- Communication and teamwork is really important in the kitchen to get the kitchen going well. But, in some cases, some people don't really like to work together as a team and like to work alone. It happens here in Mil's Kitchen a lot, which eventually affects their communication to. Therefore, there are many miscommunications and more work to do. In the end, the sous had a briefing, which discusses this so that we will be more mature as a person and put aside our personal problems when we are working.
- Too much using phone for unreasonable reasons and the solution is that no more using phones inside the kitchen for any reasons.
- Before beginning to manufacture cake or pastry items, authors will typically ask the staff how to make them, but each staff member has their own approach, so the writer must choose which method to use.
- Guests suddenly have allergic and dietary

Sometimes, the guests say they have no allergic and dietary on email or whatsapp, but when they came to restaurant and the servant explain about our menu today unexpectedly they have some allergic or dietary. For example, the guests suddenly say they are gluten free, so the solution is we made gluten free dish on that time.

#### **4.2 INTERNSHIP BENEFITS**

- The author got a taste of the kitchen world before really working.
- The author meet a new family in the kitchen.
- Learning to get things done in the time given.
- Learning to work as a team and how to become a good team player.
- Learning how to properly store processed foods and ingredients.
- Learning new recipes and new techniques.

#### **4.3 SUGGESTIONS**

##### **4.3.1 Suggestion for Ottimmo International Mastergourmet Academy**

- Suggestion of place for student so that they can get the most from the internship program.
- Building more relation with the business owner.
- More attention to the internship student and more explanation about how the internship works.

##### **4.3.2 Suggestion for Students**

- Always respect others when working together.
- Be discipline and responsible with their job
- Always in a good attitude and make improvement.
- Always listen to the leader and keep up the standard.
- Have to work well under pressure.
- Don't bring personal problems into the kitchen.

### **4.3.3 Suggestion for Mil's Kitchen**

- Orient the staff on the standards of each meal
- Make the work schedules more effective
- Increase communication and briefing to trainee so that there is no miss communication
- Proper hygiene and sanitation training is needed

## **4.4 GENERAL POINT OF VIEW OF MIL'S KITCHEN**

The author get what the author expected from the beginning, the author got to know more about modern Indonesian food in fine dining industry. The author also gained a lot of experiences and useful lessons about working in a real kitchen, bar, and service over the course of a 6-month internship at Mil's Kitchen, including how to work professionally under pressure, work quickly, with discipline, and neatness. The author also learned how to effectively communicate with guests and how to make a lot of dish from pastry, Asian to western cuisine.

The author is also grateful to the employees at Mil's Kitchen who accept the author with open arms and to all of the trainees who are eager to impart their wisdom and experiences on others while being patient with them during the internship program.

Mil's Kitchen is a good place to learn because they literally teach you everything you wanted to know. No secrets in the recipes. But, the working environment is not really a good one. There are too much unnecessary problems that occur which makes it a little bit of a struggle for some people. Sometime people with right opinions are not valued. With a good environment, Mil's Kitchen could be a perfect internship and working place.

#### 4.5 MEMORABLE EXPERIENCE

A memorable experience at Mil's Kitchen was that a few days before the author finished the internship, the author was invited to help with fine dining at the home of the owner of the famous Olive Chicken in Jogja. That time the author felt very trusted by all chefs to help them on the big event and got lots of new experiences that will be remembered forever. there also the author interacted very naturally and intimately with the staff, chef mili and invited guests.



Figure 4. 1 Fine Dining Events