

CHAPTER I

INTRODUCTION

1.1 Background

Internship program is a place for students to learn new knowledge, gain networks and to get a professional experience in real life kitchen with professional chefs and associates. Hotel Tentrem Semarang has the characteristics of a very concentrated Indonesian culture, in terms of the building and also the language in the hotel is very refined This internship report is the requirement to complete the education of Ottimmo International.

For that many reasons the author has chosen to do an internship program for 6 month to understand better of tourism and hotel Industry. The author has chosen Hotel Tentrem Semarang because it is the currently the best and most famous hotel in Semarang and so it is a good place to start for the author to learn the world of tourism and hotelier. The Author hopes that during the time for internship the author may learn new skill at cooking, discipline, work ethic, and hospitality to aid the Author journey in culinary, tourism, and hospitality business.

The Author is in charge at pastry & bakery kitchen for 6 month, one of 6 section on kitchen in Hotel Tentrem Semarang, which are Hot Kitchen, Cold Kitchen, Pastry & Bakery, Butcher Commisary, Semarangan and Executive Lounge Kitchen. Internship program in Pastry & Bakery Kitchen made the author developed her skills, knowledge, maintained team work and learn how to be professional. The author also managed a good networking with chefs and associates.

1.2 Duration and Position

The author did an internship for 6 months at Hotel Tentrem Semarang in the pastry department as a trainee. During the internship the author gained a lot of experience in the industrial world because he went directly to the place to work as a staff. There are a number of things that are taught on campus that are useful for practice there, such as how to use a sheeter dough tool, make various kinds of cakes, bread, make ice cream. There are things that we also get at work that we don't get at campus, for example like breaking a coconut and then scraping it.

1.3 Objective of Internship

- To gain work experience and knowledge.
- To develop new skills that author never gotten from college.
- To develop a responsibility, discipline and attitude as professional.
- To develop networking with chefs for the future references.
- To learn F&B management in Pastry & bakery Hotel Tentrem Semarang.