

CHAPTER I

INTRODUCTION

1.1 Establishment as Internship Placement

At November 2022 I had already *three* options to choose for my internship placement, the first one is Vasa Hotel Surabaya, the second one is Shangri-La Surabaya, and the third one is JW Marriott Hotel Surabaya. The reason I chose Vasa Hotel Surabaya as my first choice is because I observed that in Surabaya, Vasa Hotel has the highest occupancy rate for accommodations and also the highest reservation occupancy rate for the dining area, which is why I selected Vasa Hotel Surabaya. Another reason, which is an internal factor from me, is that I received advice from my parents to participate in an internship program specifically in Surabaya.

Vasa Hotel Surabaya provides top-notch facilities that are well-maintained and designed to enhance guest comfort. The hotel is known for its excellent customer service. The staff is friendly, professional, and attentive to the needs of guests, ensuring a pleasant and memorable stay. Vasa Hotel Surabaya is strategically located, offering easy access to various attractions, business districts, shopping centers, and transportation hubs in Surabaya. This makes it a convenient choice for both leisure and business travelers. Vasa Hotel Surabaya may have unique features or offerings that set it apart from other hotels in Surabaya. These could include special dining options, spa facilities, event spaces, or distinctive design elements.

Overall, Vasa Hotel Surabaya stands out due to its high occupancy rates, excellent service, quality facilities, convenient location, and potential unique features that ensure me to do an internship placement.

1.2 Duration & working position

I was assigned to 209 Dining, which is the heart of Vasa Hotel Surabaya, as it contributes the highest occupancy in terms of restaurant

occupancy. For a period of two and a half months, starting from December 5th to February 14th, I was placed in the hot kitchen section, specifically handling Western food. At the beginning of my internship, I started the morning shift at 7 o'clock to assist with breakfast service. At the beginning of my internship, I was focused on mastering the breakfast menu, which involved making various types of eggs such as omelette, fried egg, boiled egg, poached egg, egg benedict, sunny side up, and other egg dishes. I was assigned to the live cooking station during breakfast, lunch, and dinner services. During breakfast, in addition to eggs, I also served at the noodle station where my duties included assisting guests in selecting condiments, blanching condiments, and serving them with various hot broth. During the lunch service, I was assigned to cook pasta, manage the grill station, and also work at the noodle station. The tasks during lunch and dinner were almost the same. In addition to maintaining the live cooking stations, I was also required to prepare condiments that would be used the following day.

I worked in that position for two and a half months, five days a week. However, towards the end of my time in the Western section, I was more focused on working in the kitchen to assist the staff in preparing buffet dishes and creating à la carte items for room service, rather than preparing condiments and managing the stalls at the live cooking station. I was trusted by the staff to prepare buffet dishes and also create à la carte items because they saw that I had almost mastered the menu in the Western section. Moreover, there was a new intern who replaced me in managing the stalls at the live cooking station.

In mid-February, I was asked to move to the Japanese section because they needed additional help. At first, I was hesitant because I was not very familiar with Japanese cuisine and ingredients. On the first day, I was very excited because I finally gained new experiences and lessons that I had never had before. The main task in the Japanese section was to supply sushi for the 209 Dining buffet.

I was also required to prepare breakfast items such as miso soup, chawanmushi, and condiments for chawanmushi. During lunch and dinner

service, I was also obliged to manage the sashimi stall and supply sushi for the 209 Dining buffet. In the Japanese section, there was only *one* staff member, *one* casual worker, and one trainee, which was myself. Typically, there would be *one* staff member or casual worker and *one* trainee per day. However, not long after I joined the Japanese section, I was often left to handle the section on my own for the day, as the staff members recognized my adaptability. Initially, it was challenging to shoulder all the work and responsibilities, but over time, I grew accustomed to it and began to master the Japanese section.

At first, my focus was mainly on making sushi, preparing sushi condiments, and preparing for breakfast the following day. However, in the last two months, I started gaining the trust to also create à la carte dishes for room service and for the owner's orders. In the Japanese section, the workload and responsibilities felt greater because the working hours were longer, and I was required to set up for lunch, dinner, and assist in closing the buffet. Especially during the month of Ramadan, where on average around 300 people would break their fast everyday, it required even more energy and effort.

However, in the end, after all the hard work and struggles over the course of six months, I am grateful for being able to participate in this internship program because I gained a tremendous amount of valuable experience during this program. I delved deeper into food, food presentation, guest service, cleaning up, working as part of a team, and gained insights into the working world. This experience has prepared me for the future, and I won't be taken aback when I enter the professional world.

1.3 Reason Doing the Internship

I gained numerous benefits and valuable experiences while doing an internship. Internships offer hands-on experience in a specific field, allows me to apply theoretical knowledge gained in the classroom to real-world situations. This practical experience enhances my understanding of the industry and develops my skills. Internships provide an opportunity to develop and refine various skills relevant to my field of interest. Whether

it's technical skills, communication skills, problem-solving abilities, teamwork, ortime management, internships help me enhance these skills through practical application.

Internships allow me to connect and build relationships with professionals in the chosen industry. Networking with experienced individuals can open doors to future job opportunities, mentorship, and valuable references. By interning in a particular industry, I gain a deeper understanding of its operations, trends, and challenges. This firsthand exposure helps me make more informed decisions about my career path and better prepares me for the demands of the industry. Internship experiences bolster my resume, making you a more competitive candidate in the job market.

Internships offer a platform to develop essential professional skills, such as workplace etiquette, adaptability, and professionalism. You learn how

to navigate office dynamics, collaborate with colleagues, and manage expectations, all of which contribute to your overall professional growth. Successfully completing an internship can boost my confidence. It allows me to validate my skills, abilities, and knowledge, providing a sense of accomplishment and self-assurance as I transition from academia to the professional world. Internships often serve as a pathway to employment. Many companies hire interns who have demonstrated their abilities and fit within the organization. By excelling during my internship, I may increase your chances of receiving a job offer.