

CHAPTER IV

CONCLUSION

4.1 Problems Encountered and Solutions

Wherever and whatever our job is, we will always find difficulties. During the 6 months doing the internship at FOLIE, definitely there were some problems faced by the interns. A difficult situation makes us train ourselves on how we get out of it with the abilities we have. We also learn "trial and error" in order to get a success. With problems, indirectly interns are taught how to communicate properly, clearly and politely. From this experience, interns can learn to evaluate their mistakes, improve themselves, work effectively, be organized, be more disciplined, improve work performance, and understand customer desires. Several problems that the intern experienced during the internship at FOLIE Restaurant are:

- Miscommunication

Miscommunication is the most common thing in the workplace. When too many orders come in, the kitchen staff will usually start to get confused about managing the food coming out, so there are lots of misunderstandings. Also, when preparing *mise en place* for the day, there are often misunderstandings between work partners in the same station. Sometimes this also happens when dealing with suppliers.

- Different People, Different Information, Different Work Style

This is one of the most difficult problems to face when entering an internship in the Cold Kitchen department. There are a total of 3 seniors working in Cold Kitchen, they often alternated several days as the intern's work partner. When working with senior A, all work is neatly organized and finished, the information obtained is also in accordance with procedures, and we could understand better when learning new menus. When working with senior B, orders can be completed properly and neatly but there are some preparations that are missed which sometimes make a bit of a mess when doing the orders

and also not that informative. Setting up preparations with senior C was very good and went well, the information provided was also clear, but when the orders came, senior C didn't work neatly and didn't guide the interns well enough. Thus, interns must be able to adapt and follow the work style of each senior.

– Lack of Staff

FOLIE among the surrounding community is a restaurant that is quite old, so it doesn't get much exposure to get new customers. The existence of a pandemic for the past 2 years has also made restaurant owners reduce the number of existing staff to reduce expenses. With this condition, FOLIE lacks staff so that sometimes interns work on orders alone. In dealing with this situation, as apprentices we learn to memorize products and how they are made. Before working on an order, we also ensure that all *mise en place* are available.

– Damaged Equipment and Limited Equipment

During my internship at FOLIE, there were lots of cases of damaged work equipment, utensils and machines. Starting from walk-in chillers, air conditioners, ovens, blenders, brushes, spatulas and many more. This hampers the work of the staff and also us as interns. Some equipment is also available in limited quantities, so we all share some equipment with each other. Some are owned by the pastry kitchen, some are owned by the cuisine kitchen, thus we ask questions and borrow from each other. To solve this problem, interns can only wait and take turns to use it.

4.2 Benefits of Internship

Internship at FOLIE is the first experience in entering the work life. Lots of new knowledge and new experiences were given from this internship. The staff are patient and kind in dealing with difficulties in teaching and explaining things to interns, therefore the author is very

grateful for that. The author believes that the internship program can have a positive impact on future careers. The benefits of the internship that the author gets are:

- Learn professionalism, teamwork and problem solving through the problem faced.
- Learn and gain new skills, techniques, knowledge and recipes from the seniors with a professional standard.
- As a preparation before facing the real future career and work life.
- Learn to be responsible and dare to make decisions under any circumstances.
- To build network with the professionals.
- Have a chance to learn kitchen structure, management system and food production.

4.3 Suggestions

4.3.1 Suggestions for Students

- Always take a chance and believe that you can do it.
- Use this internship as a reflection of yourself to improve your skill now and in the future.
- Learn to adjust and adapt yourself with different situations or work partner.
- Know each person's character and how to face them is very important to carry out a good team work.
- Learn time management so you could work efficiently, effectively and more organized.
- To have even better attentiveness and obedience to the seniors.
- Be more discipline and responsible with the job.
- Build a good communication and relationship by being friendly to the people.

4.3.2 Suggestions for OTTIMMO International MasterGourmet Academy

- Educate students to apply more of Hazard Analysis Critical Control Point (HACCP) system.
- Communicate clearly about what students will do.
- Provide more material and introduction to the kitchen in the work life.
- Keep and maintain a good relationship with companies that provide internships.
- Expanding connections with other hotels and restaurants.

4.3.3 Suggestions for FOLIE Restaurant

- It will be better to upgrade the kitchen equipment, machines and utensils into the new one.
- Doing kitchen renovations to expand access way to other stations.
- Improve the safety, hygiene, and sanitation in the kitchen.
- Recruit new staff to handle overwhelmed when many orders come in or sudden permits.
- Communicate everything with work partner to make less misunderstanding.

4.4 General Point of View

Overall, FOLIE Restaurant is a pretty good place to start a career. FOLIE staff are very friendly and kind to their interns. During my internship there, the author gained a lot of knowledge about the world of Pastry. Meanwhile, in the Cold Kitchen, the author learned more about how to manage time and work quickly but effectively and efficiently. For those who want to learn or deepen about French cuisine, it can also be an option to work here.