

## **CHAPTER IV**

### **CONCLUSION**

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

During working in the main kitchen, at first it was really hard to adapt with people who are from another country, because of the different culture and they are most likely to speak in their own languages. Sometime it is hard to understand because some of the colleagues are not fluent in English so there will be miscommunication. The writer will overcome it by starting to make conversation with the colleagues about their culture and start to learn their basic languages so that the writer can understand even just a little bit. When talking to the colleagues that is not fluent in English the writer will just tell the point so they can understand.

During working in pastry the problem the writer facing is berries that is not available on the morning, and cannot ask another kitchen because is 5 on the morning, some item also not available and make the work will be delayed. Some of the utensils is also missing like scissors, knife, spatula, etc. The shift before sometime forget to clean their section after work so the morning shift should clean their mess. The writer will overcome it by prepare the berries the day before so that can be use tomorrow, if the items is not available will directly inform the manager to order it or find a solution by asking from other kitchen. For the missing item, we will search on every kitchen because sometimes they will take it and we will inform the manager to buy it. For the mess we will tell the PIC on the night shift to clean before they go.

#### **4.2 BENEFIT**

During working as an intern in Jumeirah Al Naseem Hotel, the writer has been learning a lot of things. From skills development, time management, how to handle problem in kitchen, build mentality to be stronger, working on team and respect each other. Even build a friendship with other colleagues. This internship also makes the writer experience on working with people from other nationalities with different culture, so that the writer can learn others people perspective.

Working as an intern in Jumeirah Al Naseem Hotel also improve on how the writer working, the writer learns the proper cutting skill, piping skill, how to deal with the complaint from guest, get knowledge on how the F&B department working, working attitude and many other things that can be really benefit to the writer.

### **4.3 SUGGESTION**

#### 4.3.1 For Ottimmo

Ottimmo needs to be monitoring the students every month to see the student progress during internship. The students can get the form from Ottimmo that needs to be fill by the student and the supervisor so that they can track what they have been learn, this suggestion come from seeing other intern doing it for their college.

#### 4.3.2 For Students

By the experience of the writer, don't be afraid on making mistake on trying something new, because if you not trying it you will never know and always ask if you don't understand because you are come to learn

#### 4.3.3 For Jumeirah Al Naseem Hotel

The each team in the kitchen needs to be more caring to each other and respect others because we are one team also needs to be more order food items and find a solution during low season if though the cost needs to be press down.

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

From the view of the writer, doing internship in Jumeirah Al Naseem Hotel was really amazing experience. The colleague treats the writer really nice and they teach the writer properly. They are really amazing leader in kitchen and friends outside work, so the writer really fills comfortable around them. The training that the LnD team make every month also help us the intern tell our concern so the writer feel safer.

Through this internship also the writer gets to know a lot of things. Learn so many things during working that's improve skills and teach the writer to be more humble and full of confidence to deal with problem.

#### **4.5 MEMORABLE MOMENTS**



**Figure 4.1** Pastry Team



**Figure 4.2** Main Kitchen Team at General Meeting

The memorable moments in the main kitchen was when there is General Meeting where all the kitchen needs to be prepare few items of food, from cold kitchen side we prepare salads and really unforgettable moments that the writer join on the meeting with other colleagues with a lot of fun games.

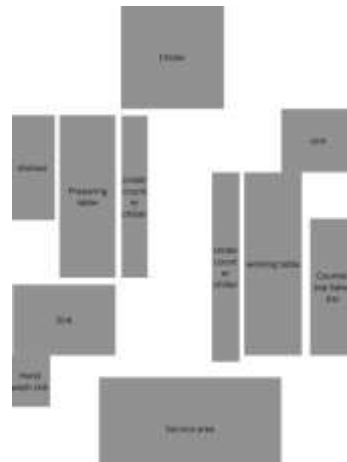
The memorable moments in pastry was on the first week joining pastry and it was really busy because of the events, without knowing anything and quick instruction the writer helps the chefs on make the food items that we are running out time but at the end we are succeeded.

#### **4.5 CONCLUSION**

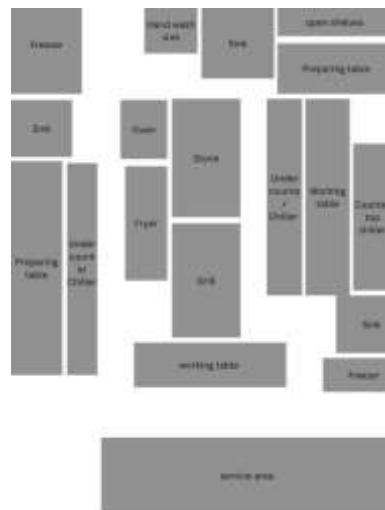
Doing six months internship in Jumeirah Al Naseem was a hard and memorable experiences for the writer. It really teaches the writer on working overseas, with different kind of people, foods and hard time on working. But the writer feels so much blessing because through this internship the writer develop so much skills, learn directly from amazing chefs and understand how the operation in hotel, learn to be more stronger on mentality to be a professional chef. The writer feels so grateful because all the chefs that the writer works with are really such a supporting and caring. Through this internship also the writer has been build a connection and help to the writer career on the future. Overall

doing internship overseas is worth it to try, because based on the writer experiences, you will meet and works with peoples from different countries, learn new things from professional chefs, experienced working in 5 stars hotel in Dubai and so many other things.

#### 4.7 KITCHEN LAYOUT



**Figure 4.3** Cold Kitchen Layout



**Figure 4.4** Hot Kitchen Layout



**Figure 4.5** Pastry & Bakery Layout