

# CHAPTER I

## INTRODUCTION

### 1.1. BACKGROUND OF THE STUDY



**Figure 1. 1** Dubai Maps

Dubai is the most populous city in the United Arab (UAE) and the capital of the Emirate of Dubai. The city is located along the southeastern coast of the Arabian Peninsula and south of the Persian gulf, The Municipality of Dubai is called Dubai City to distinguish it from the Emirate of Dubai. Dubai is one of the most popular tourism destinations in the world.

In the 1990 the city began to diversify, building up its luxury tourism, real estate, and financial sectors. These all required skilled, educated foreign workers, and many moved to dubai for its tax-free salaries and relatively stable politics. With expatries coming from elsewhere in the Arab world as well as from Asia, Europe, and North America, the city took on a rather cosmopolitan air and was considered to have of the most liberal societies in the region.

With wide highways, a hot climate, and a year-round reliance on air-conditioning, Dubai is not a welcoming city for pedestrians, so vehicle traffic can be extremely intense. However, in the early 21<sup>st</sup> century, new bridges,

roads, and a fully automated, driveless metro rail system have eased the frustrations of moving around the city. Tourism, has been greatly enhanced by the Dubai-owned airline, Emirates, which operates a large and modern fleet of aircraft. (Zeidan, 2023).

As a city in the Uni Arab Emirates (UAE), Dubai becoming a popular destination for tourism. Besides being famous for its luxury hotels, Dubai also has many business hotels and boutique Hotels to support the activities of business people.

Dubai's hospitality industry had a strong year in 2022, benefiting from an influx of tourists eager to travel after two years of pandemic-related lockdowns and attend mega events such as Expo 2023 Dubai and The FIFA World Cup in Qatar.

Dubai, the Middle East's tourism and business centre, was ranked second last year in a list of the top 100 most attractive city destinations compiled by Euromonitor International. The emirate ranked behind Paris and ahead of Amsterdam, Madrid and Rome in the top five cities in the global index for 2022. (Kameel, 2023).

Department of Economy and Tourism (2023). Iconic landmarks, world-class shopping and beautiful promenades make Downtown Dubai a must-visit for any visitor. With icons like the world-famous Burj Khalifa, The Dubai Mall, and Dubai Fountain, downtown Dubai has plenty of wow-factor for visitors. But along with luxury retail, phenomenal architecture and swanky five-star hotels, the district also has an urban community feel thanks to its pedestrian-friendly design.

During 6 months of internship In Hotel Indigo Dubai Downtown, author has located in Breakfast Shift at Open Sesame Restaurant. The author had an opportunity to learn about the work flow, Egg Station, Pancake & Crepes Station. Also arranging cold cuts in the cold kitchen.

The wish from the author from the internship was to be better chefs in the future. The author also hopes to add experience in the food industry in a professional manner.

## **1.2. INDUSTRIAL TRAINING OBJECTIVES**

- To learn a lot of new things that author haven't learn before
- To improve the skills and abilities that are already owned
- To put into practice the knowledge and skills that author has gained
- To increase knowledge's especially in culinary
- To learn to socialize with the real work environment
- To learn more about the team work and how to respect
- To improve self-quality in all aspects
- To improve relationships in a professional environment

## **1.3. THE BENEFITS OF INDUSTRIAL TRAINING**

### **1.3.1. Benefits for the Author**

- Increase working experience, and professional relationships
- Developed new skill and knowledges
- Learn more about the hospitality industry

### **1.3.2. Benefits for Hotel Indigo Dubai Downtown**

- Have more worker for the operational
- Have the opportunity to gain broader culinary and knowledge from abroad that have a variety of cultures.
- Develop a good relation and connection between hotel Indigo and Ottimmo.

### **1.3.3. Benefits for Ottimmo International Master Gourmet Academy**

- Have more relation and connection with the hospitality industry abroad
- Receive some feedback and guideline form the author for the next batch of internship
- Knowing the condition of the hospitality nowadays