

CHAPTER I

INTRODUCTION

1.1 Background Of The Study

Indonesia has a wide area from Sabang to Merauke which has its own advantages, so it can invite tourists from abroad. Indonesia also has a variety of different cultures that can attract tourists. This is an opportunity for the hospitality world to grow. Many five-star hotels are scattered throughout Indonesia, starting from 2 - 5 hotels spread throughout Indonesia. After going through a difficult period during the COVID-19 pandemic, the hospitality industry slowly began to improve and began to stabilize. The hospitality industry is starting to get busy and has many events. After the world of hospitality do everything possible to keep their place operational. Now is their time to continue their business.

Internship is one of the requirements to complete three year's study program at Ottimmo International. Internship is a work training activity in a professional setting in which the student is to improve ability to work in a team, cooking skill, learn to build a good relationship with co-workers. Internship is meant for introducing candidates either full-time or part time to a real world experience related to their carrier goals and interests.

1.2 Reason Choosing the Establishment as Internship Placement and

The Westin Hotel Surabaya is one of the hotels under the insight of the Marriott's Group, which is well known for its quality for food and service in the world. During the training, the Author had the opportunity to learn in Asian section on Magnolia Kitchen Restaurant. The Author learned a lot during the internship, start from how to cook, processing, storing, handling guests, food waste, how to be a good leader and team player, and not being selfish.

1.3 Duration & Working Position During Internship Period

Through this opportunity, the author chose The Westin Surabaya, a 5-star hotel, to complete his internship. The internship is starting from 6th January 2023 to 5th June 2023. The Westin Surabaya also provide great facilities for their trainees and workers such as personal lockers, resting beds, and showers. They also provide a monthly allowance in the amount of Rp. 400,000 as a motivation to choose The Westin Surabaya as my choice of industrial training location even more.