

CHAPTER IV

CONCLUSION

4.1 Conclusion

Tentrem Hotel Semarang is a five-star hotel in Semarang City, offering 211 rooms, five dining outlets, a fitness spa, a kid's playground, and MICE facilities. It features two main restaurants, Kayu Manis Coffeeshop and Summer Palace, and an Executive Lounge on the 19th floor accessible from executive, junior, and presidential suites. Tentrem Hotel Semarang is in the middle of Semarang city, the details about Tentrem Hotel Semarang are located at Jalan Gajahmada No. 123, Semarang, Central Java. It is next to Simpang Lima Square.

The author interned at Hotel Tentrem Semarang for six months, gaining extensive experience in the pastry department. They worked directly in the factory, learning skills like dough sheeter usage, cake and bread making, and ice cream making. They also gained practical experience in work, such as coconut cracking and cleaning, and strict grooming standards. This internship provided valuable experience in the industrial world.

Some of the conclusions that can be drawn include: during the internship at the hotel, the writer gained a lot of experience and lessons in working in the hotel kitchen, was able to apply some of the lessons taught in college to the workplace, established a relationship with employees and other interns, and learned to understand the unique characteristics of different individuals.

4.2 Problem and Solution

Several problems the author concludes by being directly involved in the operational workplace are:

- Working fast in the pastry kitchen, where the author was believed that working in the pastry department was an easy and slow. After the first month's experience, the author felt extremely exhausted due to the

unfamiliarity. The solution to this issue is that the writer learned to manage their work time by effectively allocating their working hours.

- At the campus, the author is often taught directly by professors without needing to ask, but in the workplace, it is quite different. The author will not acquire knowledge unless they ask their seniors.
- When there is a lack of materials to make products during an emergency, the staff will buy the missing materials at the nearest shop
- The work space is small and the tools are limited, so we take turns making each other's products

4.3 Benefits of Intrenship

4.3.1 For Student

- Gain new experience to work under the professional chef's leadership.
- Improve skills and knowledge.
- Develop a good network.
- Adjust to work environment.

4.3.2 For Hotel Tentrem Semarang

- Get a human resource for free.
- Selection of potential trainee to be casual or employees in the future.
- To gain a good relationship between the college and hotel

4.3.3 For Ottimmo International

- To gain reputation for the college.
- To give an internship reference.

4.4 Suggestion

4.4.1 For Students

- Be alert and sensitive to your surroundings.
- Be ready to accept all the challenges in the world of work.
- Choose the best internship place and get a lot of knowledge.
- Must be able to control himself in the world of work.

4.4.2 For Ottimmo International

- Blacklisting apprenticeship places that are not good for internships.
- Try to keep in touch with students during the internship.

4.4.3 For Hotel Tentrem Semarang

- Add more staff.
- Re check the uniform after they wash it, because smell bad.
- Fix working hours for apprentices.
- Enlarge the kitchen pastry space so that work becomes more efficient.
- Buy a bigger ice cream machine so you can make ice cream in large quantities

4.5 General Point of View About the Establishment as an Internship

Placement

Hotel Tentrem Semarang provide a good environment and team if the trainee is willing to help and cooperate with the work system in the hotel. The management of Food and Beverage is providing us with event to build better team as a refreshment trip. The human resource team is also providing a good motivation and training to trainee by conducting monthly training gathering. Overall, Hotel Tentrem Semarang is good internship place but you must prepare mentally during the internship.