

CHAPTER I

INTRODUCTION

1.1 BACKGROUND OF STUDY

Internship is a program for students who are in their final stages, this program is carried out to improve certain skills in a professional field according to the major taken besides that this internship also teaches us how to execute the real world of work, especially in the kitchen sector. Internship can allow to harness the skill, knowledge, and theoretical practice they have learned through out college. Doing an internship exposes the author to new people in a more controlled and stable environment and also meet a different character. An intern would be given proper training, assignments, and duties without the added pressure of a real worker. This internship is also one of the requirements for Ottimmo International Master Gourmet Academy students to complete their education, students must do internships in the best hotels or restaurants, whether in Indonesia or in other countries.

As a trainee the author want the best experience for her future so she choose Marriott brand as an international brand in the world. JW Marriott Phu Quoc has a lot of restaurant, total it has 5 with the different type of restraint from fine dining, bar, Asian, fusion and afternoon tea. Mariotternship has a good benefit for staff and easy to apply in other country as long as Marriott brand.

The internship must be even 6 months and it can also be 12 months depend the offer from the hotel or restaurant that we apply to, but for Vietnam intern have problem with their visa so it's only 5 month 2 weeks. Generally in Asian countries we only work 5 days and have 2 day off a week, while working we must take 9

hours 30 minute and sometimes we can overtime due to banquets and lots of to-do lists, if overtime in Phu Quoc especially at the JW Marriott hotel, there is no additional salary.

1.2 INTERNSHIP PLACEMENT

The author is in currently in the last school year at ottimmo international school Master Gourmet academy, the graduation requirement is must take part in an internship program, the author choose to internship at Phu Quoc Vietnam, especially at the JW Marriot hotel 5-stars international because the author want the big international brand and also in Asian is comfort zone. This is first experience the author made decision do an internship abroad which is far from family that's why the author choose Vietnam. Even Vietnam have low currency, the author still happy and enjoy because the author just wanted have a lot experience, living cost in Phu Quoc also cheap but the author learnt about saving money for survive in the other country.

1.3 INTERNSHIP DURATION AND PERIOD

The author began her internship in kitchen department from 8 March 2023 to 20 August 2023 its not complete 6 months because Vietnam intern have problem with their visa and already confirmed by the school, although the author only have 5 month 2 weeks to complete her internship, the author learnt a lot kind of genre food in the world.

On the first day, the author start worked in cold kitchen section in the main restaurant for 2 months half, in cold kitchen have 3shift in a day: morning, afternoon and evening shift, morning start 5 am to 14.30 pm because the author should set up for buffet breakfast, after buffet done should clear up and prepare for

tomorrow buffet. At first the author got *a la carte* so the author come 11 am to 20.30 pm the author got morning shift just replace when the author' friend has day off. Evening shift 13.30 pm to 22.30 pm but it just for commis.

After 2 months half the author moved to Japan station for 1 month, the author got mix roster in a week like 2day morning shift and the other 3day afternoon shift, the author wanted learn something new that's why the author need someone who can spoke English so the Japan sous chef placed me in the afternoon shift to do *a la carte*.

Because have problem in the main kitchen, the author decided to move the other restaurant the name is Redrum. The author working for 1 month half it means until the author's last day. In Redrum have 2shift, morning for set up *a la carte* start at 9 am to 18.30 pm and afternoon shift 12 pm to 21.00 pm, the author got mix roster here.

1.4 INTERNSHIP OBJECTIVES AND BENEFITS

Doing an internship in the kitchen teach the author a lot about the industry, she will gain experience, which is crucial in the industry, learn how to work in the fast dynamic as well as how to be more efficient. The author have an opportunity to make great connections, a lot of friend from different culture and learn from the best. One of the most important things the author gain from an internship is new found knowledge. This can include knowing how to fulfil tasks that are relevant to your desired career path.

The author can creates a professional network and the sous chef can give you recommend to the other hotel because chef in there already know the author skill. From this internship the author can make a strong resume and cv for apply new

job, the author become more confidence when have a new job and start as commis because the author already passed 6 month intern with a lot experience. In kitchen communication is important that's why when the author' colleagues can't speak English the author use google translate to explain it. Become more productive when have nothing to do the author should support the other station.

Internships provide students with an opportunity to put into practice skills they have learned while in school. In addition, students should have an opportunity to enhance those skills, obtain the perspective of a work environment and benefit from a mentor or supervisor's experience and advice. Not only skills in kitchen, the author also learn about new character and different culture, when working the author can't trust anyone, sometimes the closest person can make hurt and make drama , the author learn a lot about understanding character. The author should be professional when working with the people who not respect the author.