

CHAPTER IV

CONCLUSION

4.1 PROBLEMS & SOLUTIONS DURING INTERNSHIP

4.1.1 Problems

During the 5 and a half month internship at JW Marriot Phu Quoc, the author felt that there were difficulties in dealing with the problems, starting from some of the staff there who couldn't speak English, this made the author feel a lot of pressure because communication in the kitchen was very important that if there is no communication, it will not be what they want and will ultimately cause problems between staff. First time working as a chef in kitchen it's not easy, the author do something so slow, don't know how to do everything, don't know how to use the stove, oven and etc, can't remember all the place for keep the ingredients so fast. But after a month the author get used to working there and day by day the author improve it.

At Redrum, almost all the staff can't differentiate between joking and serious, they joke too much physically and that makes the author very annoyed, when busy and hectic time sometimes the staff don't help each other. As a team you shouldn't blame each other, in Redrum there are too many irresponsible people, if they make a mistake they will blame someone else.

At tempus everyone does their work professionally but some staff work like a child, some staff if they don't like other staff they will make drama, always play the victim and make up stories that are not true, some staff also

like to add more bad stories to the drama and the staff get easy to trust the story without check the truth.

4.1.2 Solutions

One of the solutions the author can get to deal with the problems above is, if they can't speak English, if it's not really urgent, the author will use Google Translate to communicate with them, but if the situation is hectic and it's not possible to explain, the author will try and think for herself without any help from them. Become a perfect person in the kitchen, the author asked CDP for help to work quickly, correct himself, try to memorize what should be done, write today's to do list, get used to being a person who works quickly by learning to understand situations and conditions.

For the problem in Redrum where the staff are always joking, the author warns the staff and if they don't hear it, the author uses a high tone and ignores the staff, but this only lasts for a moment if there is an important activity with that staff, the author does it professionally again, trying do things by herself, don't depend on others. If the staff at Redrum don't want to admit a mistake then the author will straighten out the facts and do what they did. For example, the chiller was not closed tightly and this resulted in the food being damaged and the ice cream melting, the author immediately ordered quickly.

If there are people who play victims, now the author tries not to care about it because some of the staff there already know the truth. If it has a negative impact on my work there, the author always reports it to his superiors and they also take action. The author is more like to not take care for someone else like her superiors said to her.

4.2 BENEFITS OF INTERNSHIP

- Learning how to interact with individuals from other cultures and places
- Learning about new characteristic
- Learning how to control emotion in kitchen
- Have new motivation from the story of superiors
- Ready to work in a real kitchen
- Have a positive and good experience to resume
- The author meet a new family in the kitchen.
- Learning how to be faster in kitchen
- Learning to get things done in the time given.
- Learning how to properly store processed foods and ingredients
- Learning new recipes and new techniques.
-

4.3 CONCLUSION

JW Marriot is an internationally renowned hotel, the author feels grateful because the author was able to do an internship at a well-known hotel and makes it easier for the author to work in other countries with *Marriotternship* trainee graduates, the author has her own pride because the author has completed internship at this hotel. In this hotel all the superiors always pay attention to every little thing about trainee, if there is a problem the superiors help trainee to solve it and teach us how to be strong in the kitchen. At first the trainees were not allowed to do overtime but as time went by, they needed us but the author learns a lot because of that. The author is also taught how to deal with the differences between each character there, always teaches how to be professional in the kitchen, gives advice if there are mistakes, and always provides information for future of trainees, the author is very grateful to several superiors there, because of that the author has connections and thanks to the kindness of his superiors, the author had a very memorable experience.

4.4 SUGGESTIONS

4.4.1 Suggestion For Ottimmo

- Suggestion of place for student so that they can get the most from the internship program.
- Building more relation with the business owner.
- More attention to the internship student and more explanation about how the internship works.
- Preserving a vast network of restaurants and hotels both locally and abroad
- Offering more international options

4.4.2 Suggestion For Student

- Never be scared to ask about anything and everything
- Be discipline and responsible with their job
- Control your emotions
- Don't complain too much
- Always respect others when working together.
- Always in a good attitude and make improvement.
- Have to work well under pressure.
- Become a confident person

4.4.3 Suggestion For JW Marriot

- All the staff in there should learn basic English
- Respect all the staff without see the position
- Have to dare to get out from comfort zone
- Don't joking around when have hectic moment
- Know the situation
- Don't bring personal problems into work

- Working professional

4.5 MEMORABLE MOMENTS DURING INTERNSHIP

Working in the kitchen here there are definitely lots of sad and happy moments, but there are definitely moments that are very memorable, one of which is the author working overtime too often but not maintaining a healthy body and the author fainting during the morning shift due because low blood pressure, this resulted in the author had to be taken to the hospital to be given an IV drip for a day in the hospital and got 1 week off. Luckily superior there was very helpful and understanding, otherwise the author would have had overthinking about the work. Fortunately, because of this incident, the author immediately looks after and takes care of her body every day by taking vitamins, not going out every day and having to get enough sleep.

The experience here is not only that, the most memorable moment was also when the author had a banquet event and sous chef asked the author to support 200 pax set menu for voyage fashion event in banquet. This moment is very memorable, because at this moment the author can feel the pressure in the real kitchen, such as having to work quickly to clean, decorate, prepare everything, working with strict directions from the executive chef and also the fnb there requires chef there to do the next course quickly and cleanly, here the author is very happy to be part of it. from the banquet, even though everyone communicated in Vietnamese, the author was able to get through it all, every time there was a banquet event, the author always had overtime but worked very happily. It would be a different story if the author didn't work at the banquet, the author felt bored and sleepy if had overtime in Tempus Kitchen.

Working here is also very impressive because you have gained new connections with superiors, going with superiors and telling many things about many things is

also very impressive for the author because you can exchange stories and gain a lot of knowledge from the people closest to you here, the author is people who like to listen and ask questions, so when the bosses tell stories about their respective bosses' experiences, the author really likes to ask questions until the things the author wants to know are answered, because by sharing these stories, the author is aware of the future and the real world of the kitchen, happy moments here namely being able to be close to many people and having free time to be together.

The last one is the sad moment that the author feels here, there are a lot of Vietnamese people here who feel jealous and don't like the author, being a good person, easy going and friendly with people around us makes the author have enemies which causes a lot of drama when the author works here, it will but some of people here loves and understands about the author. Finally, if the author has problems in the kitchen, junior sous chef and CDP of cold kitchen who always helps the author when the author have problem with her colleague and her colleague always brings this problem into work which results in the author washing 10 boxes of vegetables, washing that not only once but the junior sous chef and CDP of Vietnam kitchen come and help the author to wash all, this is what makes the author very impressive with these people because thanks to them, the author doesn't thinking about other people and the author always focuses on herself even though there are also those who use physical violence and manipulate stories that the author doesn't know is being slandered. This is very valuable for the author because if there is no problem, maybe in the future the author will be more shocked, not know how to solve this problem and not be mentally strong enough to survive in the kitchen.