

CHAPTER IV

CONCLUSION

4.1 Problems Encountered and the Solutions

1. Language Barrier

Since the mother language of Vietnamese is not English, as intern, it's very challenging to work together in the kitchen. This language barrier can lead to miscommunication because Vietnamese English sometimes is hard to understand. Things that can be done to overcome this problem are to make sure everything that the other staff asks for. If the staff can't speak English at all, Google Translate is used so things can be understood better.

2. Training Differences

Due to lots of kitchen staff that give training to the trainees, sometimes there are different trainings and thoughts from every staffs and it's confusing because trainees don't know who has to be followed. The solution for this problem is by doing the way that the staff usually does, on the day the trainee work with, because every person has different ways to do things.

3. Lack of Supply

There were times, especially when it was public holiday or if there was a storm, that the supplies didn't arrive on time which can lead to the depletion of the supply. To solve this problem, one kitchen can borrow ingredients from another kitchen or outlets, if they still have it, or by saving the supplies. If there's still leftover ingredients that are still in good condition, it can be used again for the next day.

4.2 Internship Benefits

1. Learning the work flow of kitchen industry

2. Fulfilling the requirements for graduating with a D3 degree from OttimmoInternational
3. Gaining more experience in order to prepare students to work in a kitchenindustry
4. Obtaining more knowledge that's not received from campus
5. Expanding connections and relations that will be useful in the future
6. Learning new recipes and cooking techniques, as well as Vietnamese' cultures

4.3 Suggestions for Ottimmo, Students, and JW Marriott Emerald Bay

For Ottimmo International, it would be so much better to have more than 1 internship agent to provide the students that want to go abroad for internship, because some of the students had unpleasant experience on the process of going abroad and didn't have much choice since Ottimmo International only collaborateswith 1 agent.

For students that want to go abroad for internship, try to find out all of the details of the place or the country that's offered and all the process from the beginning until the end, so students can be more prepared. During the internship, it's important to be active, so new skills can be learned even more and expand connections because it can be useful in the future.

The last one is for JW Marriott Emerald Bay, it would be better if the occupancy forecast is shared every day, because it's needed to prepare the goods and supplies for the next day. If the forecast is shared once per 3 – 4 days, the prepared food won't be enough because every day, there will be more guests that booked rooms,so the occupancy gets higher.

4.4 General Point of View of JW Marriott as Internship Place

JW Marriott Emerald Bay Phu Quoc is a nice place to do the internship. However, it would be better to do the internship during the high season like on summer, Christmas, new year, or on Vietnamese holiday, as in low season, there would be a very few guests that the interns can't really learn much. The staffs arereally helpful at training all of the interns, in both breakfast and a la

carte, that even the smallest details are taught during the internship.

4.5 Memorable Experience

There are a lot of memorable experience during this period of internship, that going to Vietnam itself, is already a memorable experience because new culture and language can be learned, and interns can try and learn Vietnamese foods. The people and the staffs in this hotel are very nice, really helpful, in work and in life, especially people from Western section. Those people introduced the intern to do the activities and places that the intern never tried before, such as snorkeling and looking for snails to eat in the sea, going to the beach that only locals know, and teaching Vietnamese language and songs.

Not only that, interns could meet a lot of guests from around the world and could learn about their preference. For example, Korean and Japanese really like mango and don't like coriander, Indians that always have complicated vegetarian orders, some of Vietnamese that really like herbs and vegetables but don't really like onion, and Westerners' preference that like cream on the medium well scrambled eggs, whereas Asians don't like cream on the well done scrambled egg. Moreover, the intern can be friends not only with the kitchen or service staffs, but also with the guests, that even still in contact until now via WhatsApp. Even though during the process on going to Vietnam was really long and tough, and sometimes there was unnecessary drama, there's no regret coming here because of the people.