

# CHAPTER I

## INTRODUCTION

### 1.1 Background of Study

Vietnam is a Southeast Asian country that is known for its natural beauty, rich history, and diverse cultural traditions. The tourism industry in Vietnam has been growing rapidly in recent years, thanks to the country's many attractions and the increasing interest of travellers around the world. The author chose Vietnam, precisely in JW Marriott Emerald Bay Resort, Phu Quoc, as his city of choice to do his internship program.

The author chose JW Marriott Emerald Bay Phu Quoc as the place of internship because it's located near Khem Beach, The best beach in Phu Quoc according to the local's and foreigner's perspective. Thereby, JW Marriot Emerald Bay Phu Quoc is one of the most visited resorts in Phu Quoc. In addition, there are 4 different restaurants each with their different traits to improve your cooking skills in various ways.

### 1.2 Internship Period

The author did the internship program in Vietnam, Phu Quoc for 5 months 2 weeks. Starting from March 7, 2023, until August 20, 2023. The position of the author in the kitchen is as a Trainee. The author was placed in Western kitchen, Tempus Fugit, for the whole internship program. The duration of working hours in the contract is 9 and a half hours, including 1 hour break. The working days are 5 days and 2 days off.

The first three months, the author was given the responsibility to take care of the breakfast station, so the shift starts from 6.00 until 15.30. The jobs in breakfast shift are, in the morning we come to the kitchen and prepare the pre-cooked foods from yesterday and setup the buffet, and then the breakfast opens at 6.30. After that, we serve the guests with their requests in the egg

station and make pass-arounds. After the breakfast ends, we setup the kitchen for ala carte shifts, and then start preparing foods for tomorrow breakfast.

The most important thing to do in breakfast shift is maintaining food production and keeping an eye on the food stock. After three months, the author was given the chance to do ala carte for 2 days a week and back to breakfast shift for the remaining working days. For the ala carte shift, it starts from 11.00 until 20.30. The jobs in ala carte shift are, mise en place and restocking the ingredients and things we need to make the dishes. and of course, making the orders, including IRD (In-room Dining).

### **1.3 Industrial Training Objective**

1. To raise the level of professionalism in the kitchen and hospitality industries.
2. To understand how to operate a kitchen and restaurant.
3. To learn about the importance of hygiene in kitchen.
4. To learn new ways of cooking.
5. To improve management skills and communication skills.