

CHAPTER I

INTRODUCTION

1.1 BACKGROUND OF THE STUDY

During my six months of internship, the writer got the opportunity to work in the pastry muffins, gluten free cake, marble cake and 12 condiments) at hotel, how to work quickly and efficiently, how to welcoming and serving guest well, hygiene and sanitation kitchen of JW Marriott Hotel Surabaya. There the writer got to learn various new knowledge, ranging from learning new recipes, making new product, to interacting and assisting with guests.

JW Marriott is located in strategic place in Surabaya. The writers take 6 months training at pastry kitchen. At JW Marriot the writers learn so many things from how to make a cake, some bread, gelato and how to prepare breakfast product (pancake, waffle, based with 5 stars hotel standard.

JW Marriott is a great hotel with a 5 stars in Surabaya. Many celebrities, president, and important people's that stay in JW Marriot. Beside that JW Marriot have a bakery shop (SBCO) that popular in Surabaya with a great taste of the patisseries. That's why the writer choose to intern in JW Marriott Surabaya.

1.2 INTERNSHIP OBJECTIVE

1. Got a lot of new knowledge that had never been taught in school before.
2. Get a real picture of the real world of work.
3. Improve our capabilities
4. Train our minds at work
5. To learn how to work efficiently
6. Develop students team work and self-confident
7. As a graduation requirements

1.3 THE BENEFIT OF INDUSTRIAL TRAINING

1.3.1 The Benefit of Industrial Training For Student

1. Have some experience by working in 5 stars hotel
2. Improve practical knowledge, soft skills (be responsibility, honesty, hospitality nature) and hard skills (know how to process each ingredient and how to use some tools and materials)
3. Expanding industrial relations and networking
4. Gain experience in cv
5. Have a innovation about the world of pastry

1.3.2 The Benefit of Industrial Training for Ottimmo International MasterGourmet Academy Surabaya

1. Build a good relation between Ottimmo International MasterGourmet Academy Surabaya with JW Marriot Surabaya
2. Introduce Ottimmo International MasterGourmet Academy Surabaya as one of the culinary institute in Indonesia.

1.3.3 The Benefit of Industrial Training for JW Marriot Surabaya

1. As a medium to build business partnership between Ottimmo and JW Marriott Hotel Surabaya.
2. Hotels can get additional operational staff so that all work will be quickly completed, so they can easily get help when needed.
3. Have a connection with trainee that can be recruited in the future as casual and staffs