

CHAPTER IV

CONCLUSION

4.1 PROBLEM AND SOLUTION

During the beginning of the internship, the writer finds it hard to adapt to the new environment. The writer did not expect that it's a cook's duty to stay in a buffet to serve customer. At first it was exhausting, to adapt to the task in the kitchen was really hard because in the beginning the writer was rarely in the kitchen and mostly spent time at the buffet. Yet as the past time the writer gets used to the task and felt better. One of the challenges that the writer is facing is trying to be more hospitable when greeting the guest since the writer not used it. The writer deals with it by learning to communicate and pay attention to the way other staff deal with guest.

Another problem is people who don't want to work properly, and always want to go home early but don't do it properly. This makes the writer very depressed and tired. not to mention if the staff orders to do other things and the person doesn't contribute well. Besides that, got into trouble from his own friends that he reported the writer to the sous chef that he was trampled on by his own friends, thus making the writer looked down upon by the sous chef, but the problem was solved because the person had left the pastry department.

4.2 BENEFIT

By doing and completing the internship, the writer has learned a lot of things, from learning a new recipes and techniques to learn how to make desserts items in big batch. Beside all the hard skill, soft skill how to work as a team, how to work efficiently, also how to respect other colleagues are things that the writer has learnt as well. The fact is that working in the kitchen makes the writer happy because of the supportive work environment.

4.3 SUGGESTION

4.3.1 For Ottimmo

Keep maintaining a great relation with JW Marriott Hotel Surabaya and to ensure to monitors the students activities during the internship.

4.3.2 For Students

Don't be afraid to learn something new because good things for get some new experience. Always respect with your partners trainee or kitchen staff and always on time at work and learn to work efficiently.

4.3.3 For JW Marriott Hotel

Keep improving everything, especially kitchen equipment and supplies. May all staff strictly follow and implementing food labelling and first in first out (FIFO) method properly.

4.4 GENERAL POINT OF VIEW

From the writer point of view, Choosing an internship at JW Marriot Surabaya is the best choice, because besides we get a lot of lessons and experience in the world of work, we also get new friends and new relationships in the work environment, and also have a chef who always monitors every product we make and always teaches us how to teach new people.

4.5 MEMORABLE MOMENTS





Figure 4. 1 aaw events

AAW is one of the most precious moments where the event is held once a year and the writer can mingle with all the staff and trainees so that the writer has a good relationship between kitchens.

4.6 KITCHEN LAYOUT

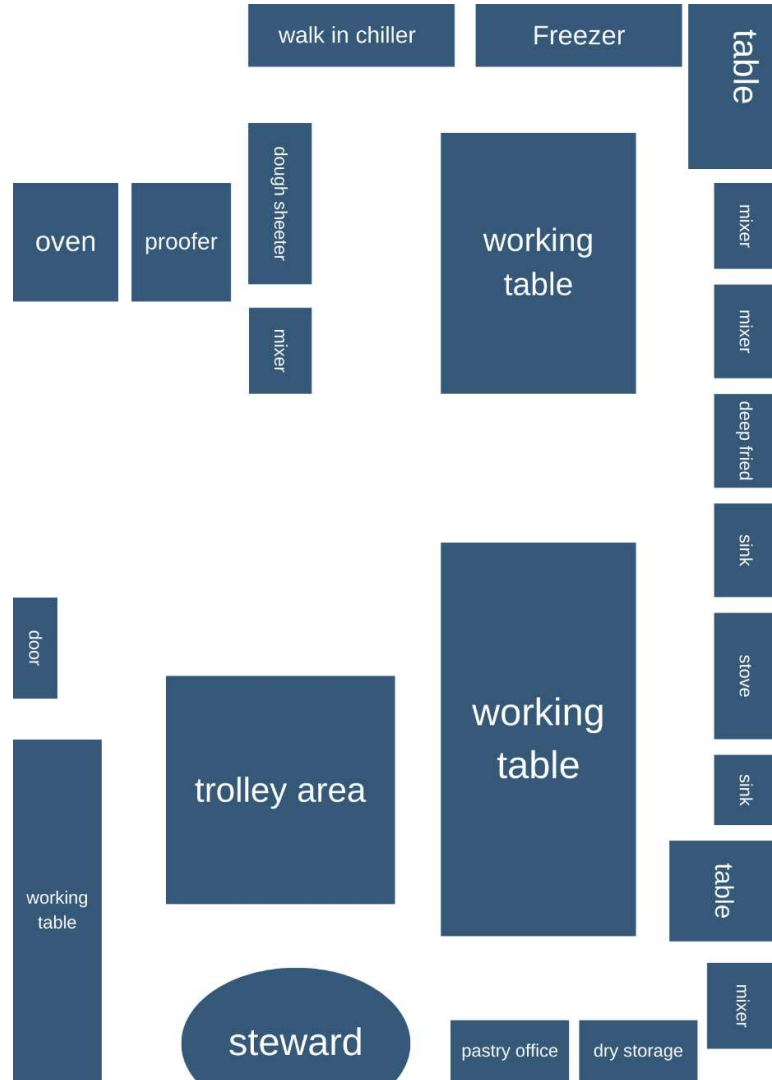


Figure 4. 2 kitchen layout

4.7 CONCLUSION

Six month of internship isn't a short time but this is a long journey. When done with serious intention, it will give many benefits. There are a lot of things that a trainee could learn by training in a hotel kitchen, not only to learn about the new recipe, products, and etc but we can learn how to respect and how you are responsible for your duty and towards guests. You will understand how important it is to be hospitable and friendly towards guests. Ponulis also learned how to operate a hotel, how to order goods and how to arrange goods. the overall internship at the hotel greatly exceeded the expectations that the author had