

CHAPTER I

INTRODUCTION

1.1 Background of the Study

This internship report is the requirement to complete the education of Ottimmo International and this could be done if only the author has finished the internship program. Internship program is a place for students to learn new knowledge, gain networks and to get a professional experience in real life kitchen with professional chefs and associates. The Author chose JW Marriott Hotel Surabaya because it is one of the best hotel brand in the world, the five-star luxury hotel in Surabaya under the license Marriott Bonvoy International Company. The author thought that work in the best place would bring the best experience in hospitality and the F&B industry. The Author is in charge at Tang Palace Chinese Restaurant, one of five restaurants in JW Marriott Hotel Surabaya, which are Pavilion (1st floor), Tang Palace Chinese Restaurant (2nd floor), Imari Japanese Restaurant (2nd floor), Uppercut Western Restaurant (2nd floor) and Executive Lounge (21st floor). Working time in Tang Palace is 9 hours per day and 5 days of working days in a week, the working hours are divided into two shift, from 9 AM-2:30 PM and 6 PM-10:30 PM and 8 AM-5 PM.

During internship in Tang Palace, the author managed to Taho or Cook Helper, Dim Sum section, and responsible for making sauces, the author also in charge at Banquet kitchen while needed for events. Internship program in Tang Palace made the author developed his skills, knowledge, maintained teamwork and learn how to be professional. The author also managed a good networking with chefs and associates.

1.2 Objective of Internship

1. To fulfill the requirements of passing Diploma 3 in Ottimmo International.

2. To gain work experience and knowledge.
3. To develop new skills that author never gotten from college.
4. To develop a responsibility, discipline and attitude as professional.
5. To develop networking with chefs for the future references.
6. To learn F&B management.

1.3 Benefits of Internship

1.3.1 For Student

1. Gain new experience to work under the professional chef's leadership.
2. Improve skills and knowledge.
3. Develop a good network.
4. Adjust to work environment.

1.3.2 For JW Marriott

1. Get a human resource for free
2. Selection of potential trainee to be future casual or employees
3. To gain a good relationship between the college and hotel

1.3.3 For Ottimmo International

1. To gain reputation for the college
2. To give an internship references