

CHAPTER IV

CONCLUSION

4.1 Conclusion

The Author believed that experience and skills gained from internship program is valuable and it is the best way to learn and adapt to the real professional kitchen. During 6 months program of internship, the author has been entrusted to handled a dim sum section, the author gained a new skill of making dimsums. The Author learned how to use wok properly and got the opportunity to cook Chinese foods. The Author also learned the importance of networking, good teamwork with other staffs and chefs. All the chefs and staffs are friendly, the author feels that Tang Palace staffs are family instead co-worker.

The Head Chef of Tang Palace is a very strict person, but really cares about his subordinates. He wants to everyone work as fast as possible, but still needs the perfection. He is contributed to built my mentality, time management, cleanliness and professionalism. The Author hopes this internship program could be a great experience and useful for author's future. The Author is really blessed to be a part of Tang Palace and they given this opportunity.

4.2 Problem and Solution

Several problems the author concludes by being directly involved in the operational workplace are :

1. Language difference

Every kitchen has a different culture, that is the author felt when the first time learns about Chinese kitchen with Malaysian-Chinese Chef as the leader. The difference of language makes the author had difficult since day one and the author has to learn Chinese language to know the ingredients, herbs and spices in Chinese.

2. High intensity of working

The intensity in Chinese kitchen is very high, the author has to be faster. When the first came, the author was shocked to feel the kitchen culture, everyone in the kitchen was so hectic and faster. Therefore, the author needs to improve the skills and tries to be faster.

4.3 Suggestion

1. For Students

- Take the chance to get internship because it useful.
- Do the best and be the best in any tasks.
- Be responsible to anything the Chef asks for.
- Be ready to face new challenges every day.
- Show the consistency and grow the skills.

2. For JW Marriott Hotel Surabaya

- Expand the car park for staff.
- Pest control should be better to solve the cockroach problem.
- Cleanliness in the locker room should be improved.
- Improve the Hot Shoppes" foods quality.
- Overcoming a broken refrigerator, because every month it is always broken so that it hinders performance.
- Improve the utensils because there are many broken utensils.

3. For Ottimmo International
 - Try to keep in touch with the students that on internship.
 - Keep the communication between the hotel and the trainee.
 - Expand partnership with overseas hotel or restaurant.