

CHAPTER I

INTRODUCTION

1.1 Reason Choosing the Establishment as Internship Placement

I choose the *Shangri-La* hotel as a place for having an internship is because I really fond with the East Asian culture, and it has the most generous hospitality has ever developed in the Asian culture and heritage.

1.2 Duration & Working Time During Internship

Phase 1 : Hot & Cold IRD Kitchen (In Room Dining)
Duration : 4 months (14 March – 3 July 2023)
Working Time : 10 hours (Include Break), 12 hours (Ramadhan Season)
Phase 2 : Bakery & Pastry Kitchen
Duration : 2 months (4 July – 31 August 2023)
Working Time : 10 hours (Include Break)

1.3 Reason doing the Internship

The reason of doing internship is:

- Find the new potential to find a new experience throughout different department in the workplace.
- Collect as many information of the work operation and procedure inside the hospitality industry.
- Learn how to be a professional worker during training in the workplace.
- Discover, identify, and analyze the diversity of manners, habits, and experiences of the people inside the workplace.