

CHAPTER IV

CONCLUSION

4.1 Problems and Solution During Internship

4.1.1 Problems

Throughout his internship the author had face a lot of different challenges especially in first few weeks working in Pink Pearl. Since it's a small kitchen with only few staff members, working efficiently is really important and communicating any problems with other kitchen staff is crucial to our *Mise en Place*. Communication wise is also really challenging, because a lot of natives here only speaks English a little bit. The first month of working is also really tiring because he haven't gotten used to working 10 hours a day and standing up all day can be really tiring.

Waste management is also really important to their kitchen, since they were a smaller restaurant, they need to utilize every part of the ingredients that they use. Every protein trimmings are need to use to make stock and veggies trimmings we need to use for our stocks. The author also need to adapt to each chef cooking techniques and standard, because each chef have a different standard and techniques that they teach him.

The hardest thing for his is pace and still keeping the kitchen tidy and clean. Since we make our dishes fresh each day, kitchen staff needs to work quickly, and since were working in a professional kitchen hygiene and sanitation is really important. Additionally, he also need to keep in mind his personal hygiene while working and his grooming standards.

4.1.2 Solutions

Bad habits are really hard to change, but with enough dedication in wanting to do better and my senior in helping to remind him. Working efficiently is solved if the author planned each day before his shift starts so he knows what to work on. Working with his friends also help a lot in helping him settling in and enjoying his work. His working pace also gets better as he repeat each day and staying calm during service is also really important to help him in managing his station so he can serve his orders in time. Standards also improve with time, with each ay working he was getting used to the hotel standards of food serving and food hygiene to the point where he do not have to really think about it and its already his everyday habit. Daily communication also becomes easier because he was getting used to their accent while their speaking English.

4.2 Benefits of Internship

- Learn and develop overall skills as a chef
- Time management without sacrificing standards
- Develop independence by not relying on others
- Develop teamwork with different types of people
- Widen connections with chefs and seniors
- Develop resume
- Be responsible for one's actions

4.3 Suggestion for Ottimmo, Students, and JW Marriott Phu Quoc

4.3.1 Suggestion for Ottimmo

- Keep a vast connection so students can have more option in internship programs
- Search for agents so students are not limited to only work for hotels, but also for restaurant
- Offering more internship destination internationally

4.3.2 Suggestion for Students

- Believe in your self
- Always eager to learn new things
- Never be afraid to ask your superiors if you have any questions
- Stay calm and focus on your work
- Always plan so you know what to do
- Control your emotions at the kitchen
- Be flexible and adapt to every situations if there is any problems

4.3.3 Suggestion for JW Marriott Phu Quoc

- Watch over staff work and check more
- Provide more meals options for staff
- Increase kitchen department staff
- Provide needed equipment for daily operations

4.4 JW Marriott Phu Quoc as Internship Placement

JW Marriott Phu Quoc is a great place for internship placement. Kitchen members and supervisors are really supportive in helping you adapt and develop your skills in the kitchen. JW Marriott is also a great place to start because once you adapt and understand the kitchen workflow, they won't treat you differently because you are just a trainee. Kitchen members and supervisor

also will give you more responsibilities if you were up for the task. The people over there are also eager to teach you new things and patient in helping us understand.

The Chefs and other senior supervisors also take care of us well and be very thoughtful of us, they will ask about our well-being, whether we have eaten or not, and whether we are having difficulties or not. Having said that, they also will continue to discipline us to ensure we maintain the hotel standards, and correct us if we were to do something wrong. All kitchen members help us somehow and some way to prepare us work in real kitchen in the future, and also feeding us all the necessary information and advice needed so we can be successful.

4.5 Memorable Moments During Internship

There are a lot of good and bad memories while working in JW Marriott Phu Quoc. It's a wonderful experience as a kitchen intern to be working with a Michelin star chef, Chef Takagi from Japan. The author admires how he always tried to put no pressure for us in the kitchen and just to have fun while cooking. Memories with his friends in the kitchen is also very memorable, how they joke around and having fun in the kitchen. Working in the kitchen for 6 months have been a bonding time for him and the kitchen staffs, where they get to know each other more, and essentially hang out everyday. All the good and the bad that happened at the end of the day taught us how to be a better team player and develop our bond as a kitchen together.

The author remembered one time when he sliced his finger in the mandoline, his friend said that he is stupid, it's maybe a harsh comment, but as he learned this past 6 months, everything that you do is all your fault and responsibility, if you cut your finger that means you're not careful to begin with. He and the kitchen

staff got so close to the point where we would hang out every time we have the day off, and eat our lunch and dinner together.

But his most memorable memories are always with Chef Tu. He is the CDP of Pink Pearl. As we know each other turns out they share the same love for movies and pop culture, and most importantly our passion for working in the kitchen. They spend a lot of hours working together, developing dishes, experimenting on how to make certain things better. He also teaches him a lot of his knowledge that he had learned from his past supervisors. He is always eager to teach the author new things and always tell him to always focus and stand on your ground, always plan ahead and never be lazy. From the beginning he is the one who always keeps an eye on the author and taking care of him in the kitchen, if the author ever does anything wrong he will taught him the right way to do things. Sometime he even quizzes the author about the things that he taught him. He makes sure that he has given the author everything that he knew about the kitchen before the author finished his internship, so this internship will benefit him in the future. He also pushes the author to be better in the kitchen and always support him until he can do every task perfectly. He can be really pushy sometime but looking back right now, it's the best thing that could've happened during the internship, because it made him a better chef.