

CHAPTER III

INTERNSHIP ACTIVITIES

3.1 ACTIVITIES

Table 1 Internship Activities

| DURATION | STATION | ACTIVITY |
|---------------------|----------------|--|
| Dec 5th - Dec 21th | Echo Lounge | <ul style="list-style-type: none"> - Making preparations - Getting the components ready - Set up the live cooking station until closing time - Grill, fry, and assemble the dish together. |
| Dec 22th - Jan 18th | Cold Kitchen | <ul style="list-style-type: none"> - Learning the mise en place - Assisting with preparation and setup - Understanding the ingredients and the storage system |
| Jan 19th - Mar 20th | Cold Kitchen | <ul style="list-style-type: none"> - Learning the ala carte orders - Making ala carte orders - Refilling the components - Cooking butchery items |
| Mar 21th - Apr 21th | Cold Kitchen | <ul style="list-style-type: none"> - Handling ala carte orders - Set up and refill the Ramadan buffet - Making mise en place - Cooking butchery items |
| Apr 22th - May 19th | Cold Kitchen | <ul style="list-style-type: none"> - In charge of ala carte orders - Making a variety of sandwiches - Quality assurance for all components - Remove, prepare, and set up Avenue Buffet |
| May 20th - June 5th | Cold Kitchen | <ul style="list-style-type: none"> - Remove, refill, prepare and set up the Executive Lounge buffet - Pick up items from the stores, butchery, and pastry - Prepare mise en place for tomorrow |

I was offered the opportunity to study and work in the Pullman Doha West Bay's echo lounge and cold kitchen. On my first day of work, I arrived at 9 a.m. and worked until 6 p.m. The executive chef assigned me to work in the echo lounge, but it does not open until 3 p.m., so it is be working in the cold kitchen for a few hours in the meantime. All I did in the cold kitchen was observe them work, assist them with what they were doing, and learn their routine.

During this internship, I learned a lot in both the echo lounge and the cold kitchen. In echo lounge, I learned how to work quickly and select orders to prepare first if there are a lot of orders coming in. I also learn to work under pressure when the chef is always shouting and asking where the food is. I learn how to operate in a team, and we each have our own responsibilities to help speed up the cooking process.

I also learned how to open and set up the live station to be ready every day at 4 p.m., as well as how to close it every day between 11 p.m. and 1 a.m., depending on the crowd. That being said, it is typical for me to stay in here for 1-2 hours at a time because I need to learn how to close and it became my responsibility later on. Sometimes, I do not even have time to walk down to the cafeteria to eat my supper and take a break since it is so packed, so I just need to contain my hunger and wait for the queue to go down, so I generally cook my own food there.

We sell beef, chicken, and falafel burgers, regular and steak fries, chicken and vegetarian quesadillas, nachos, chicken wings, beef and chicken hotdogs, caesar salads, ice cream, and popcorn in the echo lounge. I learned about their marination as well as how they prepare their components and sauce, such as salsa. Slowly but steadily, I was learning in the cold kitchen. At first, I was just helping around and setting up for tomorrow by coming duty at 10 p.m. Then when I got the afternoon shift at 1 p.m., I was told that I needed to learn everything I could about ala carte because it would be my job.

So I learned how to make chicken or prawn caesar salad, quinoa salad, orzo pasta salad, fajita wrap, low carb focaccia, cold mezzah, green salad, international or oriental cheese plater, fruit platter, american or oriental or continental breakfast, various flavors of yogurt, cheesecake and fudge brownie plating, smoked salmon croissant, smoked salmon toast, hummus with beef, teriyaki glass noodle, and bircher muesli. I also learned how to prepare them and do daily quality control on the mise en place.

After a while, I have to work the morning shift to cover someone once a week when he is off duty. There, I learnt how to prepare and make food for the executive lounge. I have learned to work quickly since I have to be ready 30 minutes before the buffet begins. I learnt to manage my schedule and do tasks on time, from removing breakfast to preparing dinner. I also learn how to be prepared to make a backup for the food in case it runs out while the buffet is still open, or if a guest requests anything.

Outside of my everyday responsibility, if I completed quickly or had free time, I assisted other chefs in making sandwiches such as tuna sandwich, feta cheese with olives sandwich, turkey ham and cheese sandwich, citrus smoked salmon, vegetable brushcheta, greek feta sandwich, and others. I also learnt how to create salads such as pasta and tuna salad, calamari salad, roasted beef with veggies, greek salad, mixed seafood cocktail, fattoush, and potato hara, as well as dressings such as caesar dressing, citrus dressing, thai dressing, rozak dressing, pesto sauce, vinaigrette, and more.

I also assisted in the replenishment and setup of another outlet, Avenue, our major buffet. I assisted with lunch and dinner around 12 p.m. and 6 p.m., accordingly. I discovered that there are numerous salads and arabic foods to choose from, and that we must ensure that vegetarian guests are provided with meals too. There are many vegetarians in Qatar, particularly those who avoid eating beef and, of course, pork.

3.2 PRODUCTS MADE DURING INTERNSHIP



Figure 3. 1 Beef and Chicken Burger

Burgers are available in the echo lounge during the FIFA World Cup in three varieties: beef, chicken, or falafel. To begin, we grill the beef or chicken or fry the falafel and toast the bun. Then we smeared mayo+chipotle as the burger's dressing, added cut lettuce and tomato, and melt the cheese on top of the meat on the grill. After it has reached the desired doneness, lay it on top of the tomato, top with carmalized onion, and close with the top bun. Serve it in a plastic bowl wrapped using pullman paper.



Figure 3. 2 International Cheese Platter

The international cheese platter includes several international cheese cuts paired with dried figs, pitted prunes, walnuts, crackers, grapes, and honey.



Figure 3. 3 Green Salad

Green salad is typically composed of square pieces of vegetables such as cucumber, tomato, capsicum, and lettuce, and is drizzled with olive oil. We do not often serve it with honey, but the guests wanted it.



Figure 3. 4 Cold Mezzah

Cold mezzah is a traditional Middle Eastern appetizer or starter that includes, from top left, arabic croutons, arabic pickles, baba ganoush, muhammara, hummus, mutabal, fatoush, tabbouleh, and labneh. We garnished it with several types of garnishes and olive oil.



Figure 3. 5 Fruit Platter

When guests purchase american breakfast or continental breakfast, we provide them with a fruit platter. The fruit platter is made up of various slices of fruits, berries, and grapes.



Figure 3. 6 Oriental Breakfast

Oriental breakfast differs from american or continental breakfast in that it includes hummus, labneh, arabic croutons, olives topped with arabic cheese, and a fruit platter.



Figure 3. 7 Passion Fruit Yoghurt

Passion fruit yoghurt topped with sliced banana, kiwi, and berries and garnished with chia seeds and mint leaf.



Figure 3. 8 Quinoa Salad

Quinoa salad is made with white and black quinoa, sliced dates, sliced orange, sliced grapefruit, sautéed asparagus, dried cherry tomatoes, pomegranate seeds, rocket leaves, and citrus dressing, garnished with sliced red radish.



Figure 3. 9 Hummus with Beef

Hummus with beef is simply hummus covered with chopped beef, toasted chickpeas and pine nuts, rocket leaves in the center, and black olive powder and olive oil.



Figure 3. 10 Fajita Wrap

Fajita wraps are made with chicken that has been cooked with various colors of capsicum and onion, as well as chipotle and soy sauce, and then blended with cheese while it is still hot, so the cheese melts. After that, place a tortilla bread and put the chicken fajita inside and roll, do not forget to use mayo as a glue to seal the wrap.



Figure 3. 11 Smoked Salmon Croissant

The smoked salmon croissant is a croissant with a cut in the centre that is filled with egg mayo and three flower-shaped smoked salmon that are topped with salmon roe and garnished with various sorts of leaves.



Figure 3. 12 Cheesecake

Cheesecake is one of our a la carte dessert, which we order from the pastry kitchen and then serve with berry compote and decorated with berries and micro leaves.



Figure 3. 13 Fudge Brownie

Fudge brownie is another a la carte dessert that we order from the pastry kitchen and then serve with three distinct sauces: chocolate, strawberry, and raspberry, as well as berries, caramelized walnuts, and micro leaves.



Figure 3. 14 Seafood Salad

This is a sample of the food served at our hotel's main buffet, Avenue Buffet. Salads are served differently for breakfast, lunch, and dinner. This seafood salad is made up of sliced cucumbers, onion, tomato, cherry tomato, celery, shrimp, calamari, and mussels that have been mixed with cocktail dressing and topped with parsley and dill.



Figure 3. 15 Smoked Salmon Sandwich

We use a brown baguette as the base, then a little mustard mayo to glue the smoked salmon, followed by cream cheese and salmon roe, then garnished with micro leaves and dill.



Figure 3. 16 Turkey Ham and Cheese Sandwich

This is our most adaptable sandwich since you can combine any ingredients you want and use mayo to bind the bread together. You can use turkey and cheese, as shown above, or other cold cuts like chicken or beef mortadella and any hard cheese you choose, such as gouda, cheddar, or even edam. Of course, we use regular white and brown bread.



Figure 3. 17 Hummus Sandwich

This is one of our simplest sandwiches, made with a standard white baguette, piped hummus, black olive powder, and a micro leaf garnish. I created a lot of other foods during my internship in Pullman, but I do not have any documentation for them.

3.3 PLACES VISITED DURING INTERNSHIP



Figure 3. 18 Echo Lounge Live Station

This is where I work during the FIFA World Cup. You can see the grill, popcorn stand, and behind it there are fryers, griddles, and a chiller to store the food.



Figure 3. 19 Main Kitchen

This is the main kitchen; the hot kitchen is on the other side, to the left. The cold kitchen ala a carte station is here, where we store our components and mise en place; beyond the image, on the right, is another ala a carte station.



Figure 3. 20 General Freezer

This is where we keep the majority of our frozen supplies, which are normally kept at -15 degrees Celsius.



Figure 3. 21 Vegetable Store This is generally where we receive our vegetables.



Figure 3. 22 Staff's Lift

This is the lift for the staffs. Because the Executive Lounge is located on the 31st floor, I utilize this frequently.



Figure 3. 23 Cafeteria

This is where we employees eat breakfast from 6.30 a.m. to 9 a.m., lunch from 11.30 a.m. to 2.30 p.m., and dinner from 5.30 p.m. to 8 p.m.



Figure 3. 24 Avenue Buffet

This is the hotel's main buffet. it is where the majority of the guests have breakfast, lunch, and dinner. Occasionally, guests in groups book space for 200-400 people.



Figure 3. 25 Executive Lounge



Figure 3. 26 Executive Lounge (2)

This is executive lounge, the outlet I have been covering for someone, and when that person left, it automatically became my responsibility to cover this outlet for a few weeks.

3.4 KITCHEN BLUEPRINTS

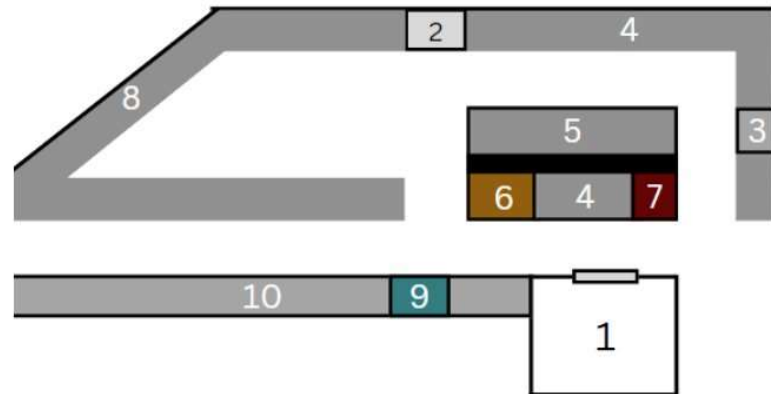


Figure 3. 27 Echo Lounge Kitchen Blueprint

1. Walk In Chiller, where we keep our ingredients and our mise en place.
2. Standing Freezer, where we keep frozen ingredients like fries, falafel, etc.
3. Sink, to wash our hands or vegetables.
4. Preparation Area, used for mise en place
5. Stove and Oven, to cook popcorn or quesadillas fillings.
6. Fryer, used for frying falafel or fries in advance
7. Salamander, rarely used
8. Preparation Area and Storage Area, usually we keep our dry ingredients here and use this space if the prep area is fully occupied
9. Mini Freezer, we keep small things like sour cream here.
10. Tools and Utensils Storage, first thing to take and arrange everyday.

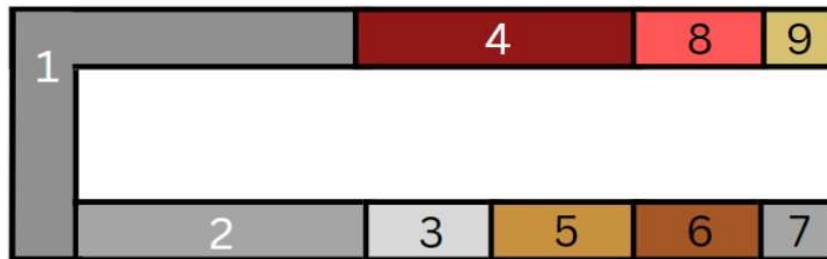


Figure 3. 28 Echo Lounge Live Station Blueprint

1. Counter, where we receive orders and where we serve the food, also takeaway storage.
2. Chiller, we store the toppings and fillings here to keep them fresh and moist.
3. Table, usually we use this to put the cheese sauce and barbeque sauce in a bain marie.
4. Grills, we grill our patties and sausage here.
5. Fryers, to fry the fries, chicken wings, and even sausage also.
6. Griddles, to toast the burger bun and quesadillas.
7. Standing Chiller, we keep our uncooked food here, to keep them fresh and moist.
8. Chafer, we keep our cooked patties and sausages here, ready to be assembled.
9. Popcorn Stand, act as a popcorn storage because we cook the popcorn inside the kitchen.

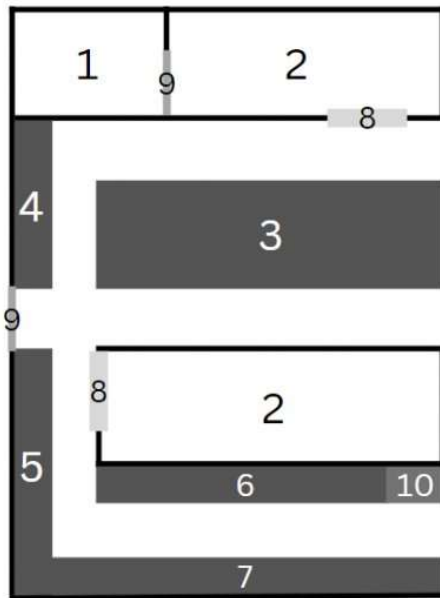


Figure 3. 29 Cold Kitchen Blueprint

1. Freezer, where we store our frozen products for the whole main kitchen.
2. Walk In Chiller, we keep our mise en place and most of our raw vegetables here.
3. Preparation Area, we prepare our mise en place here, and we have some shelf chiller to keep some of the vegetables cool.
4. Table, there is a slicer here to slice cheese or cold meats, as well as a dry storage for our dry goods and sauces, as well as oils and cereal.
5. A la carte table, most of the time we use this for a la carte orders or prep area and theres also a chiller for a la carte order as well.
6. Sandwich Area, we make sandwiches here and also some dry storage on upper shelf.
7. Counter, this is where we take and serve the orders.
8. Sliding Doors, we use sliding doors for the all walking chillers.
9. Normal Door, we go in and go out through this door.
10. Mini Freezer, We keep some frozen items here for convenience rather than in the large freezer.

3.5 EVENTS DURING INTERNSHIP

During my internship, I had the opportunity to attend events at the Pullman Doha West Bay. As you may be aware, the first event is the FIFA World Cup, a magnificent event in which people from all over the world assemble in Doha to watch the game. There is also a football team that stayed in our hotel, it is the Uzbekistan football squad. The other festival is Ramadan, which, while not an event I follow, I thoroughly liked, especially because of the policy that requires us to work two hours less than usual. Most of the hotel's outlets are also closed, although there is a new one at Echo Lounge, a large buffet for fasting guests. Iftar, or the breaking of the fast, is derived from the Arabic word for breakfast, whereas suhoor, or the predawn meal before fasting, is derived from the Arabic word for dawn.