

CHAPTER IV

CONCLUSION

4.1 PROBLEMS and SOLUTIONS DURING INTERNSHIP

4.1.1 Problems

Throughout my six-month internship at the Pullman Doha West Bay, I encounter many different issues and difficulties. I still need to get used to the food there, especially during the first few weeks, as I did not particularly love my first dinner at the accommodation. Then, when I started working at the live station, my shift was from 3 p.m. to 12 a.m., with the possibility of overtime until 2 a.m. This interfered a little bit with my customary bedtime.

Since waste management is crucial and my chef always insists that we can utilize everything, I occasionally threw some of the little scraps at the end of an item too much when I worked in the cold kitchen. Due to the variations in the techniques each chef teaches, I also find it difficult to distinguish between one way and another. At first, I was not sure which standards and techniques to follow.

My senior continually asks me to work quicker and faster over the first few months because I lack the speed to do so. Additionally, I have struggled the entire time I have been an intern to discipline myself to put on gloves anytime we do mise en place or preparation since if the gloves aren't tight enough, they may get cut while we are chopping or slicing with a knife.

4.1.2 Solutions

Fortunately, I do not have a strong fussy eating habit, so it only takes a few days for me to adjust and make sure I consume enough

food, even if it does not particularly taste good. After a few days, I met a friend who sleeps at the same time as me. We have breakfast and chat every morning after work. A few warnings from the chefs on the waste management and gloves issues were sufficient for me to grasp the problems and discipline myself to do better. My pace keeps getting faster as time goes on, to the point when my seniors or fellow coworkers are shocked that I did my job so quickly. The same for techniques and standards; as time passes, it comes easy for me to know which to follow and which not to.

4.2 BENEFITS OF INTERNSHIP

- a) Develop my independence
- b) Learn how to interact with individuals from other cultures and places
- c) Boost my knowledge and abilities from Ottimmo
- d) Ready to work in a real kitchen
- e) Adds positive experience to a resume
- f) Chance to acquire a job
- g) Fulfill the requirements to receive an Ottimmo diploma

4.3 SUGGESTION FOR OTTIMMO, STUDENTS, and PULLMAN DOHA

4.3.1 Suggestion For Ottimmo

- a) Preserving a vast network of restaurants and hotels both locally and abroad
- b) Offering more international options
- c) Placements of international restaurants

4.3.2 Suggestion For Students

- a) Be independent
- b) Never be scared to ask about anything and everything
- c) Prepare yourself both physically and mentally
- d) Be honest and respectful to everyone
- e) Control your emotions
- f) Do not complain too much
- g) Be flexible and calm

4.3.3 Suggestion For Pullman Doha

- a) Expand the kitchen
- b) Provide more diverse meal options in the cafeteria
- c) Provide more elevators for the staffs
- d) Increase the kitchen department's staff
- e) Allowing interns to work in whichever kitchen they want

4.4 PULLMAN DOHA AS AN INTERNSHIP PLACEMENT

Pullman Doha has been a great internship placement; I have gained so many new experiences, and everyone in Pullman is really nice and supportive. The chefs and seniors are very friendly and happy to teach us anything we want to know. They treat interns as interns, allowing us the privilege of working only 9 hours a day, and if we work more than that, they will compensate the work hours on the next day.

The chefs and seniors are also very thoughtful of us. Every day, they ask if we have eaten our lunch or dinner. If something happens to us or if we appear unusual, they will ask about our well-being. Having said that, they continue to discipline us and ensure that we are prepared to work in a real

kitchen in the future, providing us with information and advice that we will need to know.

4.5 MEMORABLE MOMENTS DURING INTERNSHIP

There have been many memorable moments, both good and bad. It was incredible and wonderful to be in a live cooking station during FIFA. I will never forget the first time I worked in a real kitchen, serving guests from all over the world who had come to see the World Cup. The crowd was incredible, it seemed like you were in the stadium.

There was also a time when I cut my hand pretty badly by using a mandoline because my hand was already tired at the time, but my seniors kept telling me not to be a wimp and keep working until my job was done, even though my time was almost up, so I just slice using the mandoline without being careful and my hand slips. My seniors were immediately startled and took care of me and they gave me an off day the next day. They have not put any pressure on me since that incident.

Ramadan was also a remarkable period for me because I only worked 7 hours a day with a one-hour break. Even if there are many guests attending the iftar and suhoor, the task was reduced. It was especially great because my friends were having a day off, so we went out together.

Chef Chaturanga, who has been with me since day 1 until my last day. He always keeps an eye on me to see if I am learning something and doing my job correctly; he asks me if I am learning something new every day and questions me if I am not active enough to ask or if I do not appear to understand what I am doing. He constantly ensures that I have something to learn and something to carry home with me so that I am not wasting my time interning at Pullman Doha.