

## **CHAPTER IV CONCLUSION**

### **4.1 PROBLEMS ENCOUNTERED DURING INTERNSHIP & SOLUTIONS**

#### **a) Culture and Language Difference**

Even though Mason is located in Bali and most of the employees can speak Bahasa really well they still regularly use Balinese to communicate with each other in kitchen, so sometimes I got confused and misinterpret their order and teaching. But after couple weeks of learning the basic of Bali language and practice it during my shift I rarely misunderstood their orders or teaching anymore.

#### **b) Dull Knives and Limited Tools**

While working on the kitchen a sharp knife is a must because besides make things easier it's also safer to use a sharp knife rather than a dull one, the problem is not every kitchen knife in Mason is sharp most of them are quite dull and need to be sharpen. The tools also are limited so trainee need to wait for other people to finish using it before trainee can use it and sometimes it makes preparation process slower for example in Mason, only have three digital scales while most of the preparation and portioning process needs to use digital scales so often, trainee need to wait for other people finish their job before trainee can use the digital scales and it takes time.

#### **c) Kitchen System/S.O.P Change**

After two months of my internship training, I already got used to doing the SOP in the kitchen like labeling, take caring, and storing stuff but in March the new CDC decided to scrap the old SOP and make the new ones this new SOP takes time to understand and doing it properly so therefore I need to adapting and enforce the new SOP.

### **4.2 SUGGESTIONS**

#### **4.2.1 FOR STUDENTS**

- Take the chance to experience the internship. Either the one inside the country or outside the country.
- Have responsibility in all of the task and work that your senior gave to trainee.
- Don't just settle in your comfort zone. Try to ask and do about task that is outside of your comfort zone, so trainee can learn a lot more.

- Never complain about how hard the job that been given
- Don't afraid to ask when student don't sure about the instruction

#### **4.2.2 FOR MASON CANGGU**

- Improve the hygiene SOP in the kitchen
- Need more staff to handle the operation at busy time.
- Adding staff meal once or twice a week so that the staff could get happier

#### **4.2.3 FOR OTTIMMO INTERNATIONAL**

- Try to keep in touch with the students that on internship.
- Expand your choices of place for the internship

### **4.3 CONCLUSIONS**

The author got the opportunity from Ottimmo International School to complete internship program for 6 months in Mason, Bali. During this 6 months author learn a lot about real work in kitchen enviroment author learnt a variety of abilities, including how to store, control, prepare, process ingredients, and even plate and garnish dishes. author also learned how to operate in a team and be adaptable to a variety of settings and problems. During the 6 month internship program, the author has entrusted to handle the preparation and services job in three different section fry, grill, and pastry. The author also learned the importance of networking, good teamwork with other staff and chefs. Requires perfection. The Chef and HR contributed to building my mentality, time management, cleanliness and professionalism. The author hopes that this internship program can be an extraordinary experience and useful for future writers. This place is a perfect place for trainee in author opinion because of their friendly and open staff that welcoming you just like new staff you learn a lot from the experience of the cooks here their techniques and a lot of input from the head chef.