

CHAPTER I

INTRODUCTION

1.1 Background of The Study

Surabaya is a city located in East Java Province, Indonesia. Surabaya is the second largest city in Indonesia after Jakarta. The city is located 800 km east of Jakarta, or 435 km northwest of Denpasar, Bali. The location of this city is on the north coast of the eastern part of Java Island facing the Madura Strait and the Java Sea. Surabaya and the Gerbangkertosusila area are served by an airport, namely Juanda International Airport, which is 20 km south of the city, as well as two ports, namely the Port of Tanjung Perak and the Port of Ujung.

Surabaya is known as the City of Heroes because of the Battle of November 10, 1945, namely the history of the struggle of Arek-Arek Suroboyo (Surabaya youths) in defending the independence of the Indonesian people from colonial attacks. That is why Surabaya offers a lot of historic tours. There are many historical places in Surabaya such as the Heroes Monument, the Indonesian Bank Museum, the House of Sampoerna and many more.

Although not as famous as Bali, Surabaya and tourism cannot be separated, therefore there are lots of hotels in Surabaya. Ranging from ordinary to luxurious hotels, one of the luxury hotels in Surabaya is the JW Marriott Hotel which is the most luxurious and largest hotel in Surabaya at this time, which the author made the place a place for internship.

The author chose this place as a place for an internship because this place is one of the luxury brands from the Marriott's group. Coincidentally, when the writer started working was during the month of Ramadan, in which the writer immediately joined the Ramadhan team in charge of preparing condiments such as chili sauce, crackers, chilies, vegetables and fried foods. Working hours is 9-12 hours, within 5 days of work and 2 days off in a week.

The company provides meal staff that available at 3 different times,such Supper,Lunch and Dinner.



Figure 1.1 Surabaya City

1.2 Industrial Training Objective

- Complete Graduation requirements by the Ottimmo International
- Apply the theory that has been studied in Ottimmo International
- Improve skills in the kitchen and how to work quickly and efficiently
- Learn about responsibility and working with the team
- Add new relationships that can help in the future
- Mental training and discipline also adapt in the new place and new people

1.3 The Benefits Of Industrial Training

- 1) Benefit for JW Marriott
 - Company get more operational team crew
 - Have conection with the training who can recruit in the future
 - Have a good relationship with Ottimmo International
- 2) Benefit for Ottimmo
 - Get a good relationship with JW Marriott Surabaya
 - Have a Guideline for next batch intern