

CHAPTER I

INTRODUCTION

1.1 Background of Study

Jakarta is the fastest growing city in Indonesia, rightfully so since it's the capital and heart of Indonesia. People come from all over the world to be here for various reasons such as holidays, business, politics, and various other reasons. It is the city that never sleeps and will keep growing as the time goes on.

The Author chose Mandarin Oriental Jakarta as my place of internship for their great reputation on hospitality and service around the world. They are known as one of the best luxury hotel in the world with a rich cultural background that is proven by the many awards that they have. By interning in Mandarin Oriental the Author will have the chance to grow as a cook and an individual, learning how to cook and connect with many people that worked together to create an amazing experience for the customer. Mandarin Oriental gives and provides all of the things that are necessary for the Author's development.

This internship starts February 6th 2023 until August 5th 2023. It lasted for 6 months where the author works 9-12 hours a day depending on the workload that day. The Author is given 2 days off a week randomly depending on the events and occupancy.

1.2 Internship Period

On the first day of the internship, the Author didn't immediately go to work, instead the Author is presented with Move-In, which is a week long program where the Author is educated on the background of the hotel, the vision and mission, SOPs, HACCP, handling emergencies, hotel tour, and everything that is essential to know for the Author to work in Mandarin Oriental Jakarta.

There are many kitchen in Mandarin Oriental Jakarta, the Author was first placed in Banquet Kitchen where the Author will be working for the next 3 months. In Banquet Kitchen, the Author is responsible for every banquet meeting that is held in Mandarin Oriental Jakarta, whether it is preparing coffee breaks, cooking foods for buffet, preparing set menus for a wedding, plating prepared coffee breaks, cleaning the kitchen area, and a lot more. The working hours is tentative depending on the events that are held that day. Most of the time we are informed about the clock in hours a day or two days beforehand and the working hours is usually split by a 1,5-3 hours breaks depending on the events.

Next placement is in In Room Dining Kitchen, where the Auther spent the next three months. In IRD Kitchen, the Author learns how to cut fruits for breakfast buffets, setting up cold items for breakfast buffets, making cold items for banquet events, preparing cold coffee breaks, making ala carte room service orders, receiving inventory, labelling items, mise en place. The working hours in In Room Dining Kitchen is split over 3 shift, morning shift(05.00-14.00), middle shift(10.00-19.00), and night shift(14.00-23.00) where every shifts has different task and workload.

1.3 Industrial Training Objective

1. To give students the experience and knowledge about working in a industrial kitchen
2. To understand about the work flow of a kitchen
3. To learn and develop new skills
4. To broaden student's network in the hospitality industry
5. To improve interpersonal skills and communication skills.