

## CHAPTER IV

### CONCLUSION AND SUGGESTION

#### 4.1 Conclusion

The author is forever grateful for the chance given by Ottimmo International Gourmet and Mandarin Oriental Jakarta. This experience has taught the author so much about working in an industrial kitchen. Mandarin Oriental has given the author a chance to learn about how industrial kitchen works, how to work together as team in a working kitchen, how to work professionally under pressure but still in a fast and effective way.

The Internship program has given the author the experience of a lifetime where the author can learn about so many different cuisine around the world and the working environment that comes with it. The author is very grateful to the staff in Mandarin Oriental Jakarta that has taught the author a lot of things from using kitchen equipments, making products, handling guests, and most importantly being very informative and supportive during the six months the author was there.

Mandarin Oriental Jakarta is one of the best hotel to have your internship program, not only that they teach you a lot of things from the very basic things and the complicated things, Mandarin Oriental also provides a HACCP level 3 training for their trainees which is very useful in the future. They also provide a safe working space for every single staff and trainees there to create the most warming and welcoming working environment.

#### 4.2 Suggestion

##### 4.2.1 Suggestion for Ottimmo International Master Gourmet

1. Extent the range of places where student can apply for internship
2. Keeping in touch with students.
3. Building a firmer relationship with various hotels and restaurant

4. Give more detailed information about the internship.

#### **4.2.2 Suggestion for Student**

1. Always respect others when working in a kitchen
2. Be discipline and responsible with the task given
3. Be curious and proactive to help in the learning process
4. Keep a great attitude and maintain a good relationship with all the staffs
5. Prepare yourself to work underpressure and long shift hours
6. Be detail about the task given to avoid miss communication
7. Always handle a problem with a cool head
8. Maintain a high grooming standarts for yourself
9. Always be on time.

#### **4.2.3 Suggestion for Mandarin Oriental Jakarta**

1. Manage the working hours and shift so staffs and trainees don't need to work overtime too often
2. Maintain a healthy working space for everyone
3. Increase communication between each department to avoid miscommunication
4. Food waste management needs to be increased
5. Training program needs to be properly evaluated

### **4.3 Problem and solution**

1. Time Management

On busy days, working hours can extent to 12-14 hours with a one hour break. Especially when the hotel capacity is over 90%, a wedding is held, or when there's events held. Sometimes the schedule is not well thought over hence in some days the kitchen is understaffed resulting in a major overtime. This problem can be solved by a better time management, schedule, and also an increase of staff or daily worker.

## 2. Ingredients shortage

Sometimes there's a miscommunication between the leaders and staff resulting in a shortage of ingredients and supply and we have to ask for it from another kitchen or even omitting the ingredients fully, not following the SOPs. This became a huge problem where sometimes we don't have the supply for breakfast buffet or wedding buffet. This problem can be solved by increasing the communication between staff and daily checking of chiller and dry storage by the leaders.

## 3. Banquet Event Order

In breaking down BEO, there could be some human error resulting in missing items, missing a take away order and customer's request. By time, we have solved this by always double checking the BEO and the breakdown to make sure there's no detail that we are missing.

## 4. Miscommunication

Since Mandarin Oriental Jakarta has 6 kitchen which work together and also is a big hotel with a lot of staff, there's bound to be a miscommunication between kitchens and departments. This resulted in a disturbance of a work flow. As for the solution, staffs in Mandarin Oriental Jakarta needs to be encourage to be more communicative towards other department.