

## BIBLIOGRAPHY

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- P, H. (2021). Aktifitas guest service center di departemen fourpoints hotel Manado. *DeLa Sale*, 16.
- R, D. (2022). Efektifitas strategi pemasaran digital fourpoints manado. *Al-Aqdu*, 3-11.

APPENDIX



Picture 1 certificate

# Internship Appraisal Form



AKADEMI KULINER & PATISERI  
**OTTIMMO**<sup>®</sup>  
INTERNASIONAL  
ETIQUETTE ARTS, GASTRONOMY, BAKING & PASTRY ARTS

INTERNSHIP PLACE: Four points by Sheraton Manado

First Name Kimi Michael RPV Last Name Michael

Review Period/s :  Monthly  Quarterly  Bi-annualy  Annually Date Joining  
: 19-2-2023

Intern's Position : Commis 1msum Department : Culinary (chinese kitchen)

REVIEW DATE : 15/6/2023 Direct Supervisor : Hermawan x

## GRADING FACTORS

### 1. ORGANIZATIONAL & COMMUNICATION

#### Staffs Relations

Consistently demonstrates: attentiveness, courtesy and efficient service to other staff.  
Creates friendly environment.

3

#### Team Player

Cooperates and works well with others. Enthusiastic, portrays a positive manner and  
Works toward the Company's goal/s.

3

#### Follow -Through

Sees tasks through completion. Finishes work so that next shift is prepared.

4

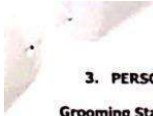
### 2. CUSTOMERS INTERACTIONS

#### Customer Relations (\*if any)

Consistently demonstrates: attentive, courtesy and efficient service to customers.  
Treat customers with Considerations and Respects

3

Picture 2



**3. PERSONAL PRESENTATIONS**

**Grooming Standards**

Practices and displays proper grooming, personal hygiene and care.  
Maintains hair and facial hair (\*if any) per proper F&B industrial standards

2

**Uniforms**

Always wear the proper and designated uniform.

3

**4. ON THE JOB & KNOWLEDGE**

**Dependability**

Can be counted upon to do what is expected and required  
Follow instructions and completes work on time with minimum supervision

3

**Work Quality**

Work performed according to Chef's standard and on-site work requirements  
All job descriptions specification are met. Consistency in work. All recipes are followed

4

**Work Quantity**

Complete the expected amount of work in relation to Company's standards

3

**Grading Guidelines.**

Using the 4 point scale below, fill up the following table:

- 4 - Exceeds expectations
- 3.5 - Somewhat Exceeds Expectations
- 3 - Meets expectations
- 2.5 - Somewhat meets expectations
- 2 - Less than expectations
- 1.5 - Somewhat less than expectations
- 1 - Inadequately short of expectations

Picture 3

**Discussions/Notes;**

Kimi start to understand the basic technique of creating some sort of dimsum, such as shumai, tofu sheet spring roll, saddle egg pao, and hakaw based on standard recipe.

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PERFORMANCE SUMMARY * to be filled by OTTIMMO International	
TOTAL POINTS	<u>26</u>
RATING	<u>7/10</u>
ACTION PLANS FOR DEVELOPMENT NEEDS	
1.	_____
2.	_____
3.	_____
4.	_____
5.	_____


Picture 4

**III. SIGNATURES**


**On-Site Manager/Owner/Chef**

Signature & Stamp:  \_\_\_\_\_ Dated 15/5/2023

**The Intern**

Signature:  \_\_\_\_\_ dated 15/5/2023

**OTTIMMO International MasterGourmet Academy**

Signature & Stamp:  \_\_\_\_\_ Dated 17/10/2023  
*Dept. Head Student Affairs*

Picture 5



Akademi Kuliner & Pastry  
**OTTIMO**  
 INTERNASIONAL  
CREATING ARTS · GASTRONOMY · BAKING · BAKERY ARTS

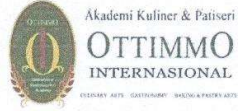
**CONSULTATION FORM  
 INDUSTRIAL TRAINING /  
 FOODPRENEURSHIP**

Name : .....  
 Student Number : .....  
 Advisor : .....

No	Date	Topic Consultation	Name/ Signature
1	11-9-2023	Preface	
2	11-9-2023	Abstract	
3	15-9-2023	Introduction	
4	20-9-2023	Benefit Training for Ottimmo	
5	20-9-2023	Background and Facilities	
6	22-9-2023	Occupancy rate and Kitchen brigade	

No	Date	Topic Consultation	Name/ Signature
7	26-9-2023	Internship Activities	
8	26-9-2023	Product made in internship and event handed during internships	
9	29-9-2023	Suggestion for ottimmo	
10	29-9-2023	Problem and solutions	
11	29-9-2023	Bibliography	

Picture 6



Student Name : Kimi Michael Adolf Dapu  
Student Number : 2074130010071  
Exam Day & Date : Selasa, 03 Oct 2023  
Lecture : Elinar, SST. Par., M.Si. Par.  
(19721011 2203 017)

No	Correction List	Page	Approval

Acknowledge,  
Advisor

(Michael Valent, A.Md. Par.)  
19950219 2001 074

Picture 7





Akademi Kuliner & Patiseri  
**OTTIMMO**  
INTERNASIONAL

KEPUKSIAN BAKTI - GELANGGARAN - BANGUNG & PASIYAN - JATIS

Student Name : Kimi Michael Adolf Dapu  
Student Number : 2074130010071  
Exam Day & Date : Selasa, 03 Oct 2023  
Lecture : Michael Valent, A.Md. Par.  
(19950219 2001 074)

No	Correction List	Page	Approval

Acknowledge,  
Advisor

(Michael Valent, A.Md. Par.)  
19950219.2001.074

Picture 8



Akademi Kuliner & Patiseri  
**OTTIMMO**  
INTERNASIONAL  
EXCELLENCE IN THE ARTS OF COOKING & BAKING

Student Name : Kimi Michael Adolf Dapu  
Student Number : 2074130010071  
Exam Day & Date : Selasa, 03 Oct 2023  
Lecture : Gilbert Yanuar Hadiwirawan, A.Md.Par.  
(19900101 1701 041)

No	Correction List	Page	Approval

Acknowledge,  
Advisor

(Michael Valent A Md Par)  
19950219 2001 074

Picture 9



Picture 10 Tao Yuan Team



Picture 11 Tao Yuan Team