

# CHAPTER I

## INTRODUCTION

### 1.1 Background Of The Study

Abu Dhabi, the primary city of the United Arab Emirates and the capital of the Emirate of Abu Dhabi, is situated on an island within the Persian (Arabian) Gulf, just off the central west coast. While it's predominantly located on the mainland, connected to the rest of the country, the city still retains its island presence within the Gulf.

The writer's reason for choosing Shangri-La Qaryat Al Beri Abu Dhabi as internship placement was because Shangri-la is a very famous hospitality brand around the world and also seeing the great reviews and ratings of the hotel on websites such as the Tripadvisor made the writer believe this is the right decision. Another consideration for the writer is also the opportunity to experience an internship overseas. Learn to live in another country with a very different culture compared to Indonesia and learning the professional kitchen standard and operation in an international city such as Abu Dhabi.

My internship duration is 6 months from 1st August until 31st August 2023 and during my six months internship, writer got opportunity to intern in the Sofra Restaurant Breakfast and In Room Dining of Shangri-La Qaryat Al Beri. During the internship, writer learn many things such as learning new cuisine, managing the hotel's buffet and ala carte operation, receiving, storing and processing purchased items for our mise en place, hygiene and sanitation practice according to Shangri-La standard, and interacting and guiding the guests.

The writer takes 3 months internship training at Sofra Restaurant Breakfast Buffet and Ala Carte and In Room Dining. At Sofra Restaurant Breakfast, writer learn the operation and flow of the breakfast buffet and ala

carte. At In Room Dining, writer learn about ala carte kitchen flow and also Arabic and Indian cuisine.

## **1.2 Industrial Training Objective**

- 1 Complete the graduation requirements of Ottimmo International Academy.
- 2 Gain new experience working in kitchen industry
- 3 Putting into action the knowledge and skills that we practice and learn in Ottimmo.
- 4 Acquire knowledge regarding kitchen hygiene, and sanitation standard.
- 5 Strengthen the author's responsibility, creativity, improve communication and teamwork abilities, and become adept at adapting to new environments while managing kitchen operations.
- 6 Enhance the sense of responsibility, ideas, skills, communication, teamwork, and adapt to new places and how to control kitchen flow.

## **1.3 The Benefits Of Industrial Training**

- 1 Benefits for Shangri-La
  - Getting more staff to help with the hotel operation with less salary
  - Have a connection with trainee that can be recruited in the future.
  - Build a good relationship and connection between Shangri-La and Ottimmo International Master Gourmet Academy.
- 2 Benefits for Ottimmo International
  - Build more connection with hospitality industry overseas
  - Assess the student's internship final report to make curriculum improvements.
  - Ottimmo will be introduced through the trainee, so college will be well-known by Shangri-La.

- Serve as a reference for future partnership opportunities with the next batch of internship program.

### 3 Benefits for the author

- Get experience and new skills in the kitchen.
- Learn and practice kitchen hygiene and sanitation
- Learn to work well in team and independently
- Learn the job description in different positions in the restaurant
- Opportunity to build good relation and connection with other staff.
- Learning how to operate kitchen tools and facilities which are not in Ottimmo
- Adapt in new place and learn about culture in other country
- Learn how to interact and guide the guest in the right way