

CHAPTER I

INTRODUCTION

1.1 BACKGROUND OF THE STUDY

JW Marriot Surabaya is a well-known hotel that is sought after by many trainees to learn and understand the work environment of the F&B industry, therefore the author chose JW Marriot as a place to carry out an industrial internship program. JW Marriot Surabaya, although an old hotel, is never out of date with the latest menu updates, and promotional methods that always attract a lot of people's attention, including attracting the author's curiosity to want to know the real life of working in an international company which is very different from restaurants in generally.

During his internship at the JW Marriot Surabaya Pastry Kitchen, the author had many opportunities to learn about various kinds of desserts from many countries. In the kitchen pastry there are four groups consisting of Outlet, SBCO, Banquet, Bakery, which makes it possible to learn various knowledge ranging from hotel basics to how to serve food to guests with good etiquette. The kitchen staff also really care about the trainee children, they taught me with sincerity so I learned a lot from them too. In six months of industrial training, the author has taken turns in the pastry kitchen. The author had the opportunity to study at the breakfast team for 2 months, at the outlet team for 2 months, one month at the SBCO team, and one month at the Banquet team.

The author undertook this internship with the hope that one day he would be able to make quality desserts that meet hotel standards. Through this experience, the author was able to learn more about good teamwork and learn very important soft skills. Doing this internship will definitely help the writer to fully understand the basics of the industry.

1.2 INDUSTRIAL TRAINING OBJECTIVE

1. To learn how to work efficiently.
2. Practice discipline and time management.
3. Learn to be responsible in a job.
4. Looking for a solution in a problem.
5. Train the knowledge that has been taught while on campus.

1.3 THE BENEFITS OF INDUSTRIAL TRAINING

1. Benefits for JW Marriot Hotel
 - Increase experience in educating trainee.
 - Have a connection with trainee that can be recruited in the future.
 - Build a good relationship and connection between JW Marriot and Ottimmo International Master Gourmet Academy.
2. Benefits for Ottimmo International
 - Build a good business partnership.
 - Evaluate the internship final report which created by the student as an adjustment for a better curriculum.
 - As a guideline for the next batch of partnership.
3. Benefits for Author
 - Be able work in team and alone.
 - Know the job task in real kitchen.
 - A new experience of kitchen regulation and introduction, such as the introduction and use new materials and tools that have never been used before.
 - Adapt in new place and learn about culture