

CHAPTER IV

CONCLUSION

4.1 Problem, Solution, and Suggestion

Based on the author's experience during the internship, there are several problems and solutions that need to be considered in the author's internship, including;

4.1.1 Problem

1. The kitchen is placed one floor lower than the restaurant. Which meant it take time to setup, refill food, and clearance
2. The lack of staff is not equivalent to the amount of caterings/events that the hotel held.
3. When refilling the buffet; the staff need to up and check which takes time
4. The limitations of the stewards who sometimes are not always on standby in the kitchen. Resulted staff waiting for someone to wash it.
5. Some cooking utensils broke apart when used for operational making the processing time take a long time and finding proper utensils will take time
6. Not too familiar with the location of the placement of an item from dry to wet food ingredients.
7. The limited capacity of the freezer which make keeping items messy and takes time to retrieve

4.1.2 Solution

1. The kitchen is placed one floor lower than the restaurant. Which meant it take time to setup, refill food, and clearance. Do the setup early.
2. The lack of staff is not equivalent to the number of caterings/events that the hotel held. The hotel should've hired more staff or casual or interns
3. When refilling the buffet; the staff need to up and check which takes time. The hotel should've put someone for standby for refilling.
4. The limitations of the stewards who sometimes are not always on standby in the kitchen. Resulted staff waiting for someone to wash it. The hotel should've hired more stewards or casual. Because sometimes no stewards available in either kitchen or restaurants.
5. Some cooking utensils broke apart when used for operational making the processing time take a long time and finding proper utensils will take time. The hotel should've checked the utensils yearly and check their reliability and toughness.
6. Not too familiar with the location of the placement of an item from dry to wet food ingredients. The hotel should've introduced to the placements of ingredients either wet or dry early. To minimize confusion.
7. The limited capacity of the freezer which make keeping items messy and takes time to retrieve. The hotel should've expanded the freezer or lessen the order for frozen food or lessen the catering it handles.

4.2 Suggestion

Based on the discussion that has been described by the author and a follow-up to the conclusions that have been explained, there are several points of suggestions that according to the author that can be improved, those are

- For the hotel:
 1. Emphasize basic kitchen things, such as the use of cutting boards and knives in accordance with the provisions of HACCP (Hazard Analysis Critical Control Points)
 2. emphasize FIFO (First In, First Out) to avoid messy arrangements in the chiller and freezer.
 3. Provide a definite recipe, so that a food product can be consistent in terms of physical and taste.
 4. Provide proper facilities for staff and interns, such as increasing accessibility (trolley, elevators) and fixing broken cookware and/or utensils
 5. Emphasize on hygiene either inside or outside the kitchen

- For OTTIMMO:
 1. Familiarize the students with work professionalism.
 2. Teach how deal with mistakes if one occurred.

- For future interns:
 1. Prepare for the internship. Meaning always act professional in the workforce environment.
 2. Always try to give a good first impression
 3. Always try to learn new knowledge
 4. Apply the knowledge that has been taught on campus to the workplace
 5. Take initiative when at work
 6. Find the best solution when in trouble