

## **CHAPTER 3**

### **TRAINEE PERFORMANCE**

#### **A. Placement and Coordination**

In this Industrial Placement program, the writer joined The Ritz-Carlton Hotel as a trainee in the banquet kitchen. The writer starts the industrial placement from 7 February 2021 to 6 July 2021. In this program, the writer worked for 5 working days with 2 days off. Every day the writer works for 10 hours or more. The writer required to coordinate with the other staff from the other department of the hotel. Here are the coordination that must be held between the Food and Beverage Department and the other departments of the hotel.

##### **1. Engineering Department**

The Food Production Department, especially in the kitchen, has cooperation relationship with the engineering department, whenever a machine or any other electric equipment broken, such as a Boiler and stove, call the engineering department and immediately check for damage or problem so they could fix it immediately

##### **2. Banquet Service Department**

Banquet kitchen has a cooperative relationship with service when a guest orders a food to be delivered to the dining room or restaurant the service staff will come to the kitchen to take the orders from to be delivered.

##### **3. Purchasing Department**

Banquet also has a relationship with purchasing department when the kitchen is short of food material. The Executive chef will order the food material.

##### **4. Steward Department**

Steward has the closes relationship with banquet because all the dirty cooking ware steward department staff will clean all the plate and any other dirty plates.

## **B. Job Description**

The first time working at the banquet section, the writer begins with an introduction to the kinds of food that are provided at western and then the writer starts to help the staff to make a set menu for wedding event. The writer also helps other section such as Chinese and Asian, usually the writer prepares all the ingredients for set menu alone, such as Broccoli, Cauliflower, Baby Carrot, and Tomato cherry, while others prepare for upcoming event. After all the set menu preparation are done, the writer will go to the front and help with the plating and when the event is about to start, the writer helps the set menu progress, after the set menu is done, the writer and all other trainees begin to clean the kitchen and ready to go home. The writer also often helps Butcher section, Pastry, and Steward in Butcher section the writer job is to cut meat like fish, poultry, and beef, in pastry the writer helps making biscuit, cake and plating, in steward the writer helps other steward staff to clean and polishing plates.

## **C. Problems and solutions**

### **1. Problems**

- a. The writer has problems in working speed. The writer still struggling with the working speed needed in the kitchen.
- b. The writer has hearing problem because of the crowded situation. And sometimes staff are talking too fast and not very clear.
- c. The writer does not get along with staff, because the staff are rude and do not help the writer as trainee when needed.

### **2. Solution**

- a. The writer will learn how to manage timing and working speed to improve quality. The writer will ask often if confused of what to do next
- b. The writer starts to adapt by the crowded sound in the workplace, and ask for the staff to speak clearly.
- c. The writer switches section by request to the leader into new section with better and caring staff.