# CHAPTER III TRAINEE PERFORMANCE

A. **Placement and Coordination**

Author rolling department at Nusa Dua Beach Hotel & Spa from January 3rd, 2020 through March 31st, 2020. First day Nusa Dua Beach Hotel & Spa give Author chances to adapt at the new environment in food production department take author around for introduction. Author been rolling in three department pastry, bakery and wedang jahe restaurant (breakfast restaurant). there are several departments that are often associated with food production department:

1. Food Production Department – F&B Service Department:
   a. Delivering food to the breakfast restaurant.
   b. Refill plates at pancake & omelette station.
   c. Giving guest food order so food production department can make the food.

2. Food Production Department – Steward Department:
   a. Refill all plates at main kitchen, pastry, garde manger & breakfast restaurant.
   b. Maintain Cleanliness of every food Production section like mopping, sweeping & cleaning stove.
   c. Washing all equipment in food production department.

3. Food Production Department – Engineering Department:
   a. If there are clogged pipe food production department will call engineering to fix it.
   b. Fixing some machine-like proofing machine & dough sheeter machine.
   c. Fixing air conditioner at food production department area.

**B. Job Description**

Job desk that Author get from training at Nusa Dua Beach Hotel & Spa. When do the training program Author get many benefits like how the chef do the real work at the hotel. Author get rolling for three times and every department have different job desk:

1. Pastry Department:
    a. Morning Shift (08.00am – 17.00pm)
        1) Wash hands before entering the room.
        2) Clean and wipe all table, utensils & working area.
        3) Cutting fruit for afternoon tea VIP.
        4) Cutting fruit for restaurant (wedang jahe & raja's).
        5) Delivering fruit to restaurant (wedang jahe & raja's).
        6) Delivering fruit to VIP restaurant.
        7) Making basic Ice Cream if run out.
        8) Making pineapple compote.
        9) Making sponge cake.
        10) Clear up and make sure station clean.
    b. Afternoon Shift (14.00pm – 23.00pm)
        1) Wash hands before entering the room.
        2) Checking granola yogurt dessert & crepes dough stock.
        3) Making granola yogurt dessert.
        4) Making crepes dough.
        5) Making honey yogurt.
        6) Making Mousli.
        7) Making snake fruit compote.
        8) Making beries sauce.
        9) Making pancake dough.
        10) Making dadar gulung.
        11) Clean & wipe all table, utensils & working area.
2. Bakery Department:
    a. Morning Shift (05.00am – 14.00pm)
        1) Wash hands before entering the room.

2) Clean and wipe all table, utensils & working area.

3) Making donut.

4) Making berliner.

5) Set up breakfast bread.

6) Making muffin.

7) Making banana cake.

8) Clear up breakfast bread.

9) Making scone for VIP.

10) Making sausage roll.

11) Clear up and make sure station clean.

b. Afternoon Shift (14.00pm – 23.00pm)

1) Wash hands before entering the room.

2) Checking all bread stock.

3) Making toast bread.

4) Making bread loaf.

5) Making hard roll.

6) Making soft roll.

7) Making country bread.

8) set up buffet bread.

9) clear up buffet bread

10) Clean & wipe all table, utensils & working area.

3. Wedang jahe restaurant:

a. Morning Shift (05.00am – 14.00pm)

1) Wash hands before entering the room.

2) Clean and wipe all table, utensils & working area.

3) Take all set up at second floor refrigerator.

4) Making crepes.

5) Making waffle.

6) Making pancake.

7) Making dadar gulung/fruit pancake.

8) Set up breakfast.

9) Stand by at noodle station/pancake station/omellete station.

10) clear up breakfast.

11) Clean & wipe all table, utensils & working area.

## C. Problem and Solution

There are many obstacles when author do industrial placement program at Nusa Dua Beach Hotel & Spa. The obstacles can be various. From the author, first problem is physical. Because when author training at Food Production Department it is take a lot of energy. Second is emotional control. Author cannot hold emotion very well when stress. The last is different language accent of local people.

There were obstacles from hotel too when do industrial placement program at Nusa Dua Beach Hotel & Spa. The first problem is when author do at bakery department, butter continuous to run out. Second problem is shortage of labor when pandemic corona happens. Because of that author need to work another job desk.

After all every problem that author get from industrial placement have a solution. The solution it can be from author, but some case needs head department to help solve the problem. The solution for physical problem is author need to manage time for rest and don't waste time on insignificant things. Emotional control that author have when stress can be solving with always think positive, keep smile, talk with friends and get recreation when off day. For different language accent author need to learn and fast adapt with new language by always listen.

Obstacles that come from hotel cannot be solve alone need to be follow up by head department. The solution for butter continuous to run out is every department that need butter should order butter don't take butter from bakery department. Shortage of labor at Nusa Dua Beach Hotel & Spa. Already solve by reduce the number of breakfast menu. Every person does't like have problem, but problem is what makes a person develop.