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CHAPTER III

TRAINEE PERFORMANCE

A. Placement and Coordination

The writer's activities when conducting an industrial placement at the Santika Hotel BSD City-Serpong from January 2020 - July 2020. During the work, Food & Beverage Product cooperates with other departments:

1. Food & Beverage Product with Engineering Department.
 - a. Fixing the refrigerator
 - b. Fixing the exhaust in the kitchen
 - c. Fixing the lamp
2. Food & Beverage Product with Front Office.
 - a. Giving the information about the guest, like allergic information, favorite food.
 - b. Giving information about service order to the kitchen
3. Food & Beverage Product with pest control.
 - a. Making sure the kitchen is clean of pests.
 - b. Making sure the pests is not come back to the kitchen
4. Food & Beverage Product with Sales and Marketing.
 - a. Promote the Restaurant
 - b. Increase the profit from the promotion
5. Food & Beverage Product with Talent and Culture Department.
 - a. Checking the staff attendance
 - b. Conduct training for staff
 - c. Recruiting new employee
6. Food & Beverage Product with Accounting Department.
 - a. Check expenses from Food and Beverage Products
 - b. Handle incoming stock for the kitchen
 - c. Create the tax for the product

B. Job Description

The writer's activities when conducting an industrial placement at the Santika Hotel BSD City-Serpong from January 2020 - July 2020. When registering to take part in an industrial placement at the Hotel Santika BSD City-Serpong, the writer is asked to complete the requirements to take interviews at the hotel. After undergoing the interview,

the writer was asked to bring his own equipment to work such as kitchen uniforms, aprons, hand towels, and safety shoes.

In the first day of working, the writer was assigned to be Cook Helper. When the writer worked as a cook helper at this hotel, the writer learned how to cut ingredients for cooking, knowing the ingredients used for cooking, and learn to know recipes for food. When the writer start the training, the writer make adjustments to the kitchen situation in the hotel. During the work the writer has difficulty in following the rhythm of the work there. So the writer tries to be able to follow the rhythm of work in the kitchen by asking frequently to senior or staff who work at this hotel, and always carry notes to note important things that are needed to learn in the kitchen.

In addition, the writer also learns the cutting techniques used as standard at the hotel, and it takes time to adjust. The writer always asking to the senior and pay attention to the senior when they doing their job. And than, during this 2 months of training at the kitchen, The writer also gets a number of tasks to handle the event, such as weddings and meetings. During the event the writer is required to work fast and accurately. And several times the writers overwhelmed in carrying out their duties, but finally the writer can still complete the task well.

C. Problems and Solution

At the first time of industrial placement at kitchen, the writer get some difficulties like following:

- a. The writer never has an experience at working in the kitchen before, so the writer is confused to adjust to the performance in the kitchen.
- b. the writer needs time to follow the cutting techniques used in the hotel

The solution to that problems are:

- a. The writer always asking and learning something new from senior or staff at the hotel.
- b. The writer pays attention to the senior or staff when they are handling the preparation, and try to practice more.

In this case the writer gets experience in discussing a problem. The way that is done by the writer is to always find a way or ask the staff at the hotel to get through the problem. There are so many lessons that the writer gets in dealing with a problem in the workplace and how to solve it.