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CHAPTER III

TRAINEE PERFORMANCE

A. Placement and Coordination

The writer joined industrial placement on January 15th 2020 until July 15th 2020 in Novotel Tangerang. As a trainee, the writer placed on food and beverages production department which specify in cold kitchen. Trainee in this department scheduled to work morning shift, from 7 a.m to 5 p.m. To complete working activity in the kitchen, there are some coordination between food and beverage production department to other department, such as:

1. Food and Beverage Production Department – Food and Beverage Service Department
 - a. Coordination in prepare and serve guest's order
 - b. Set-up all menu in restaurant
 - c. In-Room Dining
2. Food and Beverage Production Department – Front Office Department
 - a. Provide VIP fruit basket based on request from Guest Relation Officer
 - b. Collect data for occupancy, forecast, etc.
3. Food and Beverage Production Department – Purchasing Department

Purchasing department has a responsibility to process purchase order for kitchen supplies.
4. Food and Beverage Production Department – Engineering Department
 - a. Maintain chiller and freezer
 - b. Maintain air conditioner and kitchen equipments
5. Food and Beverage Production Department – Talent and Culture Department
 - a. Staff and trainee recruitment
 - b. Appraisals and promotion for staff
 - c. Facilitate training for staff

B. Job Description

As a trainee of cold kitchen or *gardemanger*, there are routine job descriptions that should be followed, such as:

1. Clean working area
2. Check and refill breakfast

In *gardemanger*, trainee has a responsibility to check and refill breakfast buffet menu.

There are different categories of menu, such as:

- a. Fruits - 5 kinds of slice fruits (i.e. papaya, watermelon, etc.) and whole-fruits (i.e. apple, pear, etc.)
 - b. Juice and Dairy - serves in 3 bottles of chilled juices and 3 bottles of dairy (milk)
 - c. Cereals - 5 types of cereals
 - d. Salad and Cold Cuts – 8 plates of salad and cold cuts (i.e. smoked beef, smoked tuna, beef pastrami, etc.)
 - e. Salad Bar – serves in 12 bowls with cups of dressing salad
3. Make sandwich for aircrew

As the hotel has an aircrew lounge, trainee should prepare sandwich approximately 8-12 pax every morning to set up in the lounge.

4. Closing Breakfast

For closing breakfast, trainee clear up all items that been set-up for buffet, such as:

- a. Fruits – left over slice fruits (if still fresh), given to bar for fresh juices
- b. Juice and Dairy – left over can be turned over to hot kitchen or bar for other production
- c. Cereals – keep cereals dry and fulfill the container
- d. Salad and Cold Cuts – usually wasted, because cannot be used again
- e. Salad Bar – change or clean the bowls, keep if any fresh items.

After that, trainee should fill in food waste record which defines for quantity of food set-up, refill, left over, waste and re-use.

5. Prepare fruit basket

If there is a request from Guest Relation Officer, trainee should prepare fruit basket for VIP. There are VIP 1 until VIP 5, below are the picture of fruit basket:



Figure 3.1 VIP 1
[5 fruits (2 local) and macaroon]



Figure 3.2 VIP 2
[5 fruits (2 local) and praline]



Figure 3.3 VIP 3
[4 fruits (1 local) and chocolate]

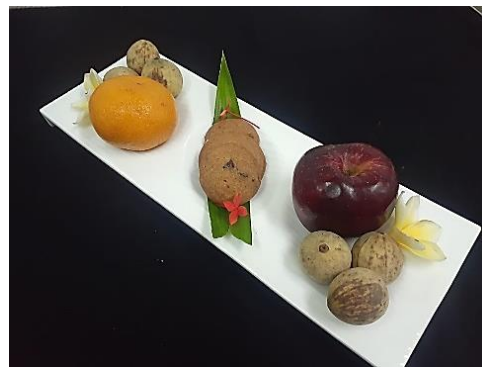


Figure 3.4 VIP 4
[3 fruits (1 local) and cookies]



Figure 3.5 VIP 5
[4 fruits (1 local)]

6. Make canapé and sandwich for high tea

In every afternoon, there is a high tea in premier lounge. So, *gardemanger* should prepare for canapé and sandwich. For sandwich, trainee should prepare two types of sandwich, each 20 pieces. For canapé, in one plate trainee should prepare two types of canapé and one sushi, 18 plates each day. Besides that, trainee also prepare the condiments for sushi such as; wasabi, *shoyu*, and ginger.



Figure 3.6 Canape Set-Up at Premier Lounge



Figure 3.7 Canape Plating (Before Updated)



Figure 3.8 Canape Preparation (Cheese and Grape)



Figure 3.9 Canape Preparation (Crouton with Smoked Tuna)

7. Check and refill salad bar

Trainee should check all preparations for salad bar items. Trainee collected the raw items in commissary and prepare based on the item. For example, for carrot should be shredded and kyuri should cut into slices.

Besides the routine job description, trainee also learn to handle other activities, such as:

1. Wedding Set-Up – where to set-up salad for wedding (include set-up for VIP)
2. A' La Carte – how to make club sandwich, caesar salad, california sushi rolls, etc.
3. Dressing – how to make dressing (thousand island, yuzu, red wine vinaigrette, etc.)
4. Record chiller and freezer temperature
5. Record fruits and vegetables sanitation concentrate
6. Set-up lunch and dinner – For lunch and dinner, only if there any reservations. But, there is also dinner for full buffet set-up every weekend.



Figure 3.10 Salad Bar Lunch Set Up



Figure 3.11 Dressing Lunch Set Up



Figure 3.12 Salad or Appetizer Lunch Set Up

7. Food Temperature

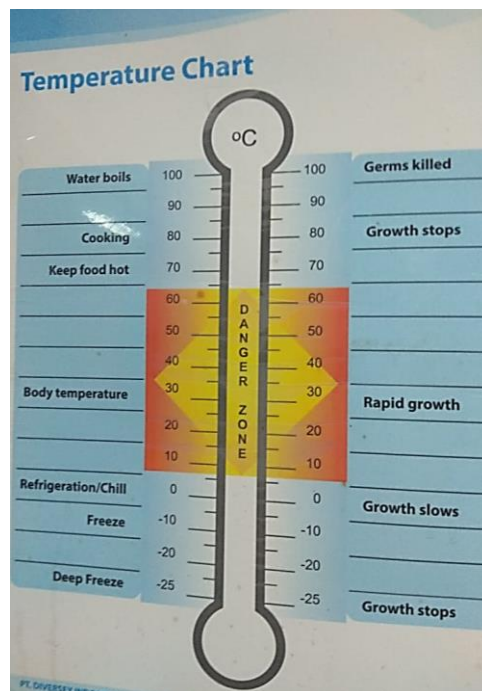


Figure 3.13 Temperature Chart

8. Cutting board and knife color code

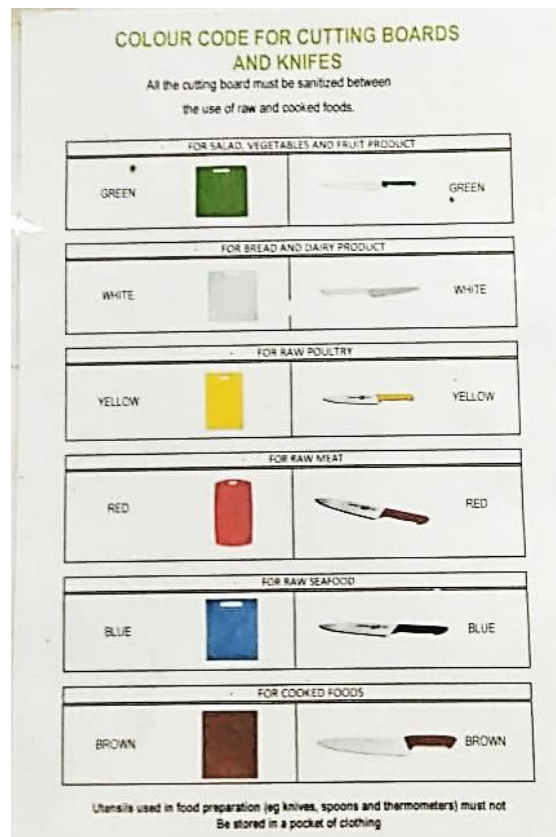


Figure 3.14 Color Code for Cutting Boards and Knives

9. Routine departmental training from Executive Chef, Sous Chef, Chef de Partie, and Demi Chef.

C. Problem and Solution

Industrial placement is a program for students to trial and error. Based on experiences, the writer found some problems related to routine activities. First, writer needs to adapt with new workplace, because writer joined to different department and hotel from the first industrial placement. To minimize nervous, writer should be confident and try to engage with employee.

In daily routine, juices and dairy during breakfast was frequently consume by guests. The impact was juices and dairy should refill in often, because the products serve in a bottle with approximately only for 5 to 6 glasses. To make sure juices and dairy always full, trainee should check products frequently. Then, trainee prepare another bottle for back-up so trainee can change the bottle directly and minimize mobility.

Then, at the time for closing breakfast sometimes trainee took a long time to finish. Trainee should clear up all foods and beverages serve by cold kitchen and re-order to the right place. For salad bar, trainee should clean manually container one-by-one and that was too complicated to finish early. So, to make it faster, trainee took other clean container and move items directly, even sometimes the container not available in specific number needed.