

### **CHAPTER III**

#### **TRAINEE PERFORMANCE**

##### **A. Position and Coordination**

During the Industrial Placement Program that was held for six months from 11 January 2021 until 11 July 2021. During this period the writer got an opportunity to take part in the food Production department specially Hot Kitchen area.

The writer was given approximately 8 working hours in a working day. During the working day usually there will be an extra working hour depending on how busy the day is to maybe 10-13 hours. For the whole week there were five working days and days off. There are 3 shifts available even though the writer only got the chance to try two of the shifts.

**Table 3.1 - Kitchen Department Shift**

Kitchen Department Shift	
Morning Shift	6 AM - 5 PM
Middle Shift	12 PM - 11 PM
Evening Shift	23 PM - 10 AM

##### **B. Trainee job Description**

The Food Production Department has several parts that includes Hot Kitchen, Pastry, and Garde Manger. During this period the writer got the opportunity to be in hot kitchen area.

###### **1. Hot kitchen**

Hot kitchen sections have the responsibility to prepare foodstuffs and dishes for the main course, live cooking in buffet, a la carte order, lunch and dinner box, and other requests for events like meetings, wedding or birthday parties.

The first thing that the writer gets to do is serve food at a buffet for

breakfast. due to covid unlike it all used to be where the guest take their own food, in Mercure BSD City the staff will help the guest to take their food of choice. For example, the staff will help the guest to plate their main course, toast their bread, mix their salad, and the same goes to other stalls. The staff also will be standing by in the live cooking section which is the egg station for breakfast. the writer got the opportunity to help stand by in egg station area and learn how to make and serve omelette, scrambled eggs, sunny side up, or other egg dishes as the guests wish there are also several other accompaniment for the eggs like sausage, baked beans, roasted tomatoes, and hashbrown the staff will also serve these to the guest.

After the breakfast buffet is closed the writer and the other staff continue their day to prepare for a lunch buffet or take away box if there is any. The staff also need to prepare foodstuffs for the buffet the next day. The writer helps the staff by also joining in the preparation process like cutting up vegetables, portioning the proteins, and preparing other condiments and other accompaniments. The Hot Kitchen section will also prepare dishes for a la carte for the orders.

Even though the writer is placed in the hot kitchen section, sometimes the writer gets the opportunity to help in another section. By helping other sections the writer gets more knowledge and skill and also can expand her connection.

## 2. Cleaning and arranging food product and produce in chiller, freezer, and dry store

Everyday from Monday to Saturday there will be fresh produce, foodstuffs, and other stuff that are ordered by the staff for daily operation. Each product will need to be stored in the right manner and place to make sure that they will stay as long as it could with the maximum quality.

The chiller usually is the area to keep vegetables, small fruits, fresh herbs, dairy, and some other ingredients. For the freezer, there are proteins, frozen food, various types of breads, pastry, leftover product, etc. the dry store is separated into 2 areas. The first one is for

big fruits, onions, potatoes, and eggs. The other one is to keep dry foodstuffs like canned food, sauces, oil, flour, rice, etc.

In order to keep the product's freshness the staff and the writer will arrange them in the FIFO method or first in first out method. This way the older product will be used first and the product quality will be maintained. This method is used in all storage from the chiller, freezer, and dry store.

Sometimes even the product already arranged to be used from the older one to the newer ones, some product or foodstuffs can go bad, and if it happens it needs to be immediately discarded to make sure it won't spread to the other product.

### 3. Kitchen admin

After several months being part of the hot kitchen, the writer got the opportunity to try and learn a little about being a kitchen admin. There are so many managerial tasks that have to be done to ensure the daily operational flow can run smoothly. The writer learns to make a market list to place orders for foodstuffs that are needed for tomorrow or the day after tomorrow.

The writer will go to the chiller and freezer to see what produce, ingredients and foodstuffs needed to be ordered. After making the list the writer will input all the articles into the system. In Mercure BSD City, similar to other Accor Hotels, they use the Rhapsody System. The mention list that has been input to the system will be connected directly to the purchasing department. the writer then will follow up to the in charge person in purchasing regarding this order.

The same goes with Store Requisition. In the hotel storage or warehouse there are several foodstuffs that have been stocked. In order to take the product, store requisition needs to be made and sent to the store keeper and they will take the requested product for the kitchen department to use. There are still several other tasks on kitchen admin that the writer will learn for the rest of the industrial

placement journey.

### **C. Problem and Solution**

Diving right into a new place must have its own hindrance and difficulties. During this period of industrial placement the writer also faced some difficulties, especially this is not only a new environment but the task that needed to be handled was also new to them. Here are some of the problems that the writer encountered alongside the solution to help the writer get through this journey.

#### **1. Adapting to a new place**

Not only does the writer need to start joining a new team, the writer also needs to adapt to new tasks, new habits, and new working culture. The way that the writer chooses to help them adapt easier to the new place is to be humble, always open to

learn new things, and get to know the other staff, seniors, supervisor, and fellow trainees. This way the writer can keep up with the pace easier when they understand how the other works.

#### **2. Learning new system**

As the writer gets the opportunity to help in the administration area, the writer discovers a new system as mentioned above, Rhapsody. The writer needs to learn the operating system that has never been used before because in previous internships the writer used OPERA and on campus the writer used KG hospitality. The biggest hurdle for this problem is that using the system is very tricky and crucial so the writer needs to be very careful. to ensure that everything works nicely the writer always looks for help whenever there are difficulties the writer doesn't understand. Usually the writer will ask the supervisors.

#### **3. Product knowledge**

It took several moments for the writer to understand the product clearly since there might be some twist in the dish and also there is

some food on the menu that is not familiarly used by the writer. To enhance the knowledge of the product the writer must be proactive and ask the seniors about the product that the writer doesn't understand, there is also training from the executive sous chef regarding menus to ensure all the staff understand how to make the product and the taste profile, this way the writer can learn more.