

CHAPTER III

TRAINEE PERFORMANCE

A. Placement and Coordination:

This chapter describe the student's placement during the Industrial Placement and students can analyze the coordination between the student's department towards to the other department (just make sure you only talk about pastry and other department) purchasing and engineering too

1. Front Office Department – Pastry Department
 - a. – Front Office would inform pastry department to make amenities for VIPs or ALL Accor Member
 - b. Inform pastry department to provide cakes if there are any guests that wants to be surprised for birthday, staycation, or any types of events that the guest might be celebrating.

2. Food & Beverages Department –Pastry Department
 - a. – F&B Department inform the Kitchen about any order that the guest made
 - b. – Keep track of any product that is available or sold out and which one the guest orders the most
 - c. Inform about room services
 - d. Provide complimentary finger food for guests if necessary
 - e. To keep track of the food specialty of each day
 - f. Setting up the restaurant buffet
 - g. F&B inform about any event that will be held with the food request that the guest asked
 - h. Inform about any guest food request
 - i. Inform pastry department if there are any guests that uses birthday cake voucher

3. Engineering Department – Pastry Department
 - a. Inform the engineering department if the AC is not working properly to ensure a cold room for a proper work performance and if the chiller/freezer is not in between its minimum temperature.
4. Purchasing Department - Pastry Department
 - a. Communicate with the purchasing department to ensure that all raw ingredients and resources to make pastry foods is provided.
 - b. Pastry department would list the ingredients needed to be purchased to the purchasing department.
5. Human Resources Department- Pastry Department
 - a. Human Resources Department would inform pastry department if there are any workers that is having a birthday and wanted to be surprised. The cakes then will be garnished and the HRD team would take it.

B. Job Description

Students describe in details the job description each of placement that student has during the Industrial Placement Program.

1. Preparation for breakfast: During the morning, the writer would help either serve the customers eggs or foods that are in stalls. In the kitchen, the writer has to cook waffle and to prepare for lunch since there are puddings that need to be prepared early in the morning for it to set before it could be garnished. There are refills that also needed to be prepared for a more efficient and a time-saving work flow.
2. Preparation for lunch: The writer has to prepare 2 types of puddings, 2 types of mousse, 2 types of slice cake, 1 whole cake, 1 whole pie/clafoutis, and 1 type of Indonesian ice drink. The writer can use ingredient provided to make the puddings and mousses. The writer could use juices, flavored milk, or syrups with agar-agar or jelly powder. Mousses are whip cream and gelatin combined with different types of flavoring, then layered with other ingredients such as fruit and crumbles. It is also common to make fruit parfaits from yoghurt mixed with strawberry fillings or

blueberry fillings, topped with more chopped fruits and granola. The cakes are made by the staff there, therefore, the writer would only cut and garnish it.

3. Keeping an eye of the stall in the Restaurant: During breakfast, lunch, and dinner, there are stalls with certain foods such as bakso, cream soup, or bubur ayam. The writer and some of the other trainee would serve the customer during breakfast, lunch and dinner. The writer would also be in charge of refilling condiments of the cuisine.
4. Preparing amenities for VIPs: Before check-ins, the front office departments would contact pastry to create the VIP amenities. There are Gold, Platinum, and Diamond. Gold would only consist of a plate of 3 types of whole fruits which are apple, pear, orange. Platinum would consist of one plate of 3 whole fruits, and another plate that consists of vanilla tartlet, peach tartlet, and granola tartlet, with the writing of ALL on the bottom of the plate that is made with cocoa powder. Diamond is given the same plate as platinum but with the additional of a glass water.
5. Making pastry food for Coffee Breaks: The writer would sometimes prepare food for coffee breaks either the day before or on that day, depending on how the quality of food could be affected. Marble cake, brownies, English cake, and vanilla cakes would be premade the day before since it requires baking. Strawberry or Blueberry tartlet would be made on that day since it contains fruit and pastry cream. There are also cookies to be put in tins for allocations for the next day.
6. Helping co-worker: The writer would help the other trainee and co-worker if there are certain things that needs to be done on time. Coffee breaks would reach 200 plates sometimes, so the writer would help the Garde Manger team to reach 200 plates of coffee breaks before the target time.

C. Problem and Solution

In this section, students need to explain the problem and solution found during the Industrial Placement Program.

1. Adapting: Adapting to the work flow and work environment would affect how the writer could perform and it took the writer about 3 to 4 months to fully adapt. Waking up in the morning and to work for 12, 13 or even up to 14 hours is quite a new shock

and could affect the writer physically and mentally. One way to overcome this is to get to know the other trainee and worker closely. By having friends in the workplace, it is easier to pass time by while working.

2. Working within Time limit: The work flow in hotels requires efficiency and speed. Being late just by a minute could lead to complains, therefore, reaching the time limit plays an important role. By not knowing the flow of the kitchen area, the writer wouldn't be able to reach the time limit of the responsibility that has to be done. The solution is to learn the work flow and to be active and follow the flow even if it's unfamiliar. Do not focus on the mistakes and learning quickly but focuses more on how to learn the flow as detailed and as perfectly as possible.
3. Exhaustion: Exhaustion is no surprise for hotel trainee's especially during rush hour or special months like Ramadhan as the writer need to work for 13 up to 14 hours most of the day. With around 400 customers each day, standing up and walking around could be tough. The solution for the problem is to have time for oneself to release stress and to get enough rest, drink and food.
4. Upholding food quality: Due to the need to catch up with the speed and time, the quality of food and hygiene could greatly decrease. It could lead to customer complaints and the way to solve it is to maintain composure of oneself and to not panic. It is important to always pay attention to detail even at great pressure. By doing things repetitively could also build muscle memory that could train the work efficiency while upholding the food quality.