

CHAPTER III

INTERNSHIP IMPLEMENTATION

3.1 Position and Coordination

The internship program for 6 months at Ritz Carlton Pacific Place Jakarta has been successfully completed by the author. This internship program took time from July 24, 2023, until January 23, 2024. During the 6-month training period, the author was placed in two departments in the Banquet division. Banquet Houseman & Banquet Server. Those two sections have their own business but complement each other.

Table 3. 1 Company Internship Period

Position	Date	Shift
Banquet Houseman	24 July 2023 – 30 September 2023	Morning (8AM – 6 PM)
Banquet Server	1 October 2023 – 23 January 2024	Morning (7AM – 7 PM)

To maximize the guest satisfaction, the banquet department has some coordination from other department such as

- Banquet Department – Food Production/Pastry Department :
 - a. Food Production/Pastry Department helps banquet to make food starting from the main course until the dessert for the buffet and a la carte menu.
- Banquet Department – Housekeeping Department:
 - a. Housekeeping Department helps to control all the Banquet area (Ballroom, Private Dining Room, etc..)
- Banquet Department – Engineering Department :
 - a. Engineering controls the electricity, and appliance and fixes the equipment or the appliance if there is damage, especially in the ballroom area.

- Banquet Department – Sales and Marketing Department:
 - a. The Sales and Marketing Department help Food & Beverages Department to sell the Banquet event, promotions and control the event (birthday celebration, wedding, etc).
- Banquet Department – HR Department:
 - a. HR Department help to recruit new staff or trainee for Banquet Department and make sure all the staff is work based with the hotel SOP (Standard Operational Structure).
- Banquet Department – Steward Department
 - a. Steward Department helps Food & Beverages Department to wash the equipment and cutleries so that the equipment and are clean and also hygiene from any bacteria.
- Food & Beverages Department – Lost Prevention (Security Department)
 - a. Security Department keeps the area safe and controls all the operation running smoothly

3.2 Assignment and Review

3.2.1 During the internship, the author was placed in two different Banquet Division such as Banquet Houseman And Banquet

Below is the job description of each section:

In the Houseman Division, a range of tasks contribute to the smooth functioning of operations. This includes meticulously polishing cutlery and glassware to ensure a pristine presentation. Additionally, setting up buffets and stall plates with precision and attention to detail is a crucial aspect of the division's responsibilities. Regular store updates and maintaining par stock levels are for seamless service. Beyond that, the folding of linens also important cause the server will need it.

In the Server Division, our role is important because we're the one who meet our guest and need to fulfill guest experiences. This involves setting up tables with precision and serving guests, addressing their needs. Managing buffet and stall setups seamlessly is another essential aspect, complemented by making seat arrangements. Making coffee and tea to perfection is part of the service, as is efficiently changing buffet trays and ensuring a clean area. Also adeptly handling guest needs and any complaints with a proactive and empathetic approach is key, striving to maintain standards.

3.2.2 Review

After working for six month in two banquet division the author is more knowledgeable and Become more aware of how the Banquet process works from back line to frontline needs

3.3 Challenges Faces

1. time management : The author is having a difficulty adapting to overtime which always occurs, which can be from the work environment or other factors outside that.
2. Distance : In the hotel that the author doing the internship, the location from one to another rooms or store is far. So it takes time and energy to going back and forth to where we need to go for work or just pick up the things we need.

3.4 Problem Solving

For solving the problem the author is dealing with all the needs to solving the problem itself such as

1. time management:
The author is quickly adapting to the situation and finding the solution that can help the author so can still working correctly and maximize the result
2. Distance:
The author can make calculate all the author needs so don't have to go back and forth also take shortcuts if possible.