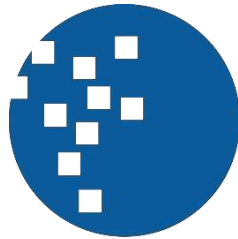


**PASTRY DEPARTEMENT
IN RAFFLES JAKARTA
Internship Report**

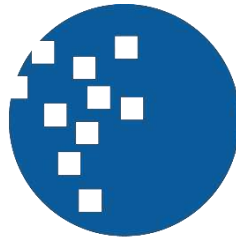


UMN
UNIVERSITAS
MULTIMEDIA
NUSANTARA
MBKM REPORT

**Michelle Lippman
00000061041**

**HOTEL OPERATIONS STUDY PROGRAM
FACULTY OF BUSINESS
UNIVERSITAS MULTIMEDIA NUSANTARA
TANGERANG
2023**

**PASTRY DEPARTEMENT
IN RAFFLES JAKARTA
Internship Report**



UMN
UNIVERSITAS
MULTIMEDIA
NUSANTARA

MBKM REPORT

Proposed to Fulfill the MBKM Course

Michelle Lippman

0000061041

NO PLAGIARISM STATEMENT

I hereby,

Full Name : Michelle Lippman

Student ID : **00000061041**

Study Program : Hotel Operation state that the MBKM Report titled:

Pastry Department in Raffles Jakarta is the result of my own work is not plagiarism and nor written by anyone else, and all quoted and referenced sources have been correctly stated and included in the Bibliography.

Should it be proven that there is fraud / irregularities in my paper, both related to the MBKM process or report writing, I am willing to accept the consequence of being declared NOT PASS for the MBKM Course that I have taken. I will also bear all legal consequences against me and will not involve Universitas Multimedia Nusantara, regarding the act of plagiarism.

Tangerang, 30 November 2023

* Stamp duty IDR 10,000.00



(Michelle Lippman)
NIM 00000061041

ENDORSEMENT PAGE

The Report

INTERNSHIP REPORT

By


Full Name : Michelle Lippman
Student ID : 00000061041
Study Program : Hotel Operations
Faculty : Business

Has been tested on Sunday, 10 December 2023
from 08.00 to 10.00, and was stated

PASSED

with the order of examiners as follows:

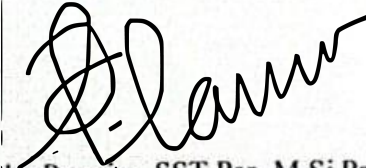
Supervisor


RAFFLES
(Putra Anom Gemar Alam)
Pastry Chef of Raffles Jakarta

Examiner


(Savira Rizki Pradiati, SST., M.Par)
NIDN 0305129303

Head of Hotel Operations Study Program


(Odke Prawira, SST.Par, M.Si.Par)
NIDN 0428108007

PREFACE

I extend my sincere appreciation and gratitude to the following individuals who have played pivotal roles in the realization of this report:

I would like to thank

1. Prof. Drs. Yohanes Surya, M.Sc., Ph.D., as the Rector of Universitas Multimedia Nusantara.
2. Dr. Florentina Kurniasari T., S.Sos., M.B.A., as the Dean of the Faculty of Universitas Multimedia Nusantara.
3. Oqke Prawira, SST.Par, M.Si.Par, as the Head of the Study Program of Universitas Multimedia Nusantara.
4. Oqke Prawira, SST.Par, M.Si.Par, as the first Advisor who has provided guidance, direction, and motivation for the completion of this report.
5. Chef Anom Putra Gentar Alam, as the Pastry Chef of Raffles Hotel Jakarta for giving the chance to learn and grow up in Pastry & Bakery.

This report is part of the Merdeka Belajar Kampus Merdeka (MBKM) program, a transformative initiative that emphasizes self-directed learning, real-world experiences, and active engagement with industry partners.

The primary goal of this report is to document and analyze the experiences gained during the internship period. It aims to provide a comprehensive overview of the practical insights, challenges faced, and lessons learned in the field, contributing to the broader understanding of the internship.

Hopefully this report contributes as a source of information and inspiration for others.

Tangerang, 30 November 2023



(Michelle Lippman)
NIM 0000061041

PASTRY DEPARTMENT IN RAFFLES JAKARTA

(Michelle Lippman)

ABSTRAK

Pengalaman *internship* di departemen *pastry* Raffles Jakarta memberikan wawasan dan skill mendalam tentang dunia industri kuliner, khususnya pada bidang *pastry*. Laporan ini bertujuan untuk menjelaskan dinamika, tantangan, dan pembelajaran yang diperoleh selama periode penempatan *industry* di hotel Raffles Jakarta. Raffles Jakarta menjadi pilihan penulis untuk melakukan praktek kerja lapangan karena Raffles Jakarta termasuk salah satu hotel bintang lima *luxury* yang memiliki standar kualitas tinggi terhadap hidangan yang mereka sajikan sehingga dapat memberikan pembelajaran dan pengalaman yang berharga untuk mengasah keterampilan penulis dibidang *pastry*.

Laporan ini disusun dengan menggunakan metode yang melibatkan partisipasi aktif dalam proses produksi. Penulis menemukan bahwa departemen *pastry* Raffles Jakarta memiliki sistem kerja yang terstruktur dan berfokus pada standar kualitas tinggi dan kepuasan tamu. Tantangan utama melibatkan tekanan waktu, koordinasi tim, dan kreativitas dalam merancang karya *pastry* yang inovatif.

Selama penempatan, penulis diperbolehkan untuk terlibat dalam berbagai aspek, termasuk pembuatan roti-rotian beragi, finishing berbagai jenis miniature, dan pembuatan base *miniature* itu sendiri yang dinamakan *entremet cakes*. Pembelajaran tidak hanya mencakup keterampilan teknis, tetapi juga keterampilan manajemen waktu, komunikasi efektif dalam tim, dan pemahaman mendalam tentang standar sanitasi.

Kata kunci: Raffles Jakarta, *pastry*, praktek kerja lapangan.

PASTRY DEPARTMENT IN RAFFLES JAKARTA

(Michelle Lippman)

ABSTRACT (English)

The internship experience in the pastry department at Raffles Jakarta provided insights and deepened skills in the culinary industry, particularly in the pastry field. This report aims to explain the dynamics, challenges, and learnings gained during the industry placement period at Raffles Jakarta hotel. The author chose Raffles Jakarta for the internship because it is a five-star luxury hotel known for its high-quality standards in the dishes they serve, offering valuable learning and experience to hone the author's pastry skills.

The report is compiled using the methods active participation in the production process. This report indicate that the pastry department at Raffles Jakarta has a structured work system focused on high-quality standards and guest satisfaction. The main challenges involve time pressure, team coordination, and creativity in designing innovative pastry creations.

During the placement, the author was allowed to engage in various aspects, including making layered pastries, finishing various types of miniatures, and creating the miniature bases themselves called entremets cake. Learning extended beyond technical skills to include time management, effective team communication, and a profound understanding of sanitation standards.

Keywords: *Raffles Jakarta, pastry, internship.*

TABLE OF CONTENT

NO PLAGIARISM STATEMENT	ii
ENDORSEMENT PAGE.....	iii
APPROVAL OF PUBLICATION	iv
PREFACE	v
ABSTRAK.....	vi
<i>ABSTRACT (English)</i>	vii
TABLE OF CONTENT	viii
LIST OF TABLES.....	ix
LIST OF PICTURES	x
LIST OF APPENDIC.....	xi
CHAPTER I PREFACE	1
Background	1
Internship Aims and Objectives	2
Time and Procedure of Internship	3
CHAPTER II COMPANY OVERVIEW.....	4
Brief History of the Company.....	4
Vision and Mission.....	5
Hotel Facilities	6
Organizational Chart.....	15
CHAPTER III INTERNSHIP IMPLEMENTATION	18
Position and Coordination.....	18
Assignment and Review.....	19
Challenges Faced.....	21
Problem Solving	22
CHAPTER IV CONCLUSION AND RECOMMENDATION	23
Conclusion	23
Recommendation	24
REFERENCE	26
APPENDIX	27

LIST OF TABLES

Table 2.1 Company Internship Period	5
Table 2.2 Raffles Jakarta Public Area.....	6
Table 2.3 Raffles Jakarta Room Type.....	8
Table 2.4 Raffles Jakarta Meeting Room.....	10
Table 2.5 Restaurant / Bar	13
Table 3.1 Position And Coordination.....	18

LIST OF PICTURES

Picture 2.1 Raffles Jakarta Logo	5
Picture 2.2 Raffles Jakarta Lobby.....	6
Picture 2.3 Raffles Jakarta Gym.....	7
Picture 2.4 Swimming Pool	7
Picture 2.5 Raffles Jakarta Spa.....	7
Picture 2.6 Raffles Room.....	8
Picture 2.7 Raffles Garden View Room	8
Picture 2.8 Signature Room.....	8
Picture 2.9 Artist Suite.....	8
Picture 2.10 Gallery Suite.....	9
Picture 2.11 Garden View Suite	9
Picture 2.12 Raffles Suite	9
Picture 2.13 Dian Ballroom	10
Picture 2.14 Paris Meeting Room.....	10
Picture 2.15 Singapore Meeting Room.....	11
Picture 2.16 London Meeting Room	11
Picture 2.17 Istanbul Meeting Room.....	11
Picture 2.18 Dubai Meeting Room	12
Picture 2.19 Boardroom.....	12
Picture 2.20 Event On Two	12
Picture 2.21 Arts Café By Raffles Jakarta	13
Picture 2.22 Patisserie	13
Picture 2.23 Navina Pool Bar	13
Picture 2.24 The Author's Bar	14
Picture 2.25 Raffles Club.....	14
Picture 2.26 Pastry Department Organizational Charts	15

LIST OF APPENDICES

Appendix A Internship Report	26
A. MBKM Cover Letter - MBKM 01.....	27
B. MBKM Card - MBKM 02.....	28
C. MBKM Daily Tasks - MBKM 03.....	29
D. MBKM Report Verification Sheet - MBKM 04.....	30
E. MBKM Acceptance Letter (LoA).....	31
F. Appendix Checking Turnitin Results	34
G. All work results of tasks carried out during MBKM	72

CHAPTER I

PREFACE

1.1 Background

Since the COVID-19 pandemic passed, Indonesia's tourism sector has increased. The tourism sector, which had previously declined drastically due to the pandemic in 2020, has now recovered as usual. After the pandemic passed, people returned to their respective routines, and not a few people also went on vacation to satisfy Tourism is one of the largest sources of state revenue besides taxes. The tourism sector is the most important sector for the country because tourism is one of the largest contributors to foreign exchange. Indonesia has a lot of beauty that can be used as an attraction for tourists to visit tourist destinations. Tourism is very broad, tourism is not only fixated on tourist objects, but there are many things that play a role in the tourism sector. In tourism there are many parts that have their respective roles. Those parts are; accommodation, airport, food & beverage, transportation, etc. These sectors play an important role and are closely related to each other.

Hospitality is one of the sectors that plays an important role in the world of tourism. According to Lesmana & Purwanti (2020), hotels play an important role in the tourism sector because accommodation is the main need for tourists when traveling to a place. Hospitality is one of the most widely used accommodations when traveling. The number of hotels in Indonesia is already very large, based on the Central Statistics Agency (BPS) the number of star hotels in Indonesia has increased from the previous one in 2021 there were 3,521 star hotels in Indonesia to 3,763 units in 2022. Each hotel has its own characteristics to attract customers. In the world of hospitality there is such a thing as a Chain hotel or commonly known as a Group of Affiliated Hotels. Hotel chain is a group of hotels that do not stand alone, but there is a relationship of ownership and management so that they have the same service standards. There are many hotel groups developing in Indonesia today, such as Accor,

Marriott, Intercontinental group, Four Seasons group, etc. Guest satisfaction must be maintained by providing good service to guests because guest satisfaction is an important indicator for a hotel (Sihombing & Hellen, 2021, p23).

The hotel industry has undergone significant transformation after the COVID-19 pandemic, with profound adjustments to cleanliness and safety protocols. The pandemic has led to the closure of certain industries as they struggle to generate sufficient revenue or profit to cover employee salaries. The hospitality and tourism sector, in particular, has been significantly affected by this global crisis (Ricky Suyiono, 2022). Hotels have adopted stricter cleaning measures, including the use of disinfectants and increased cleaning frequency. Technology has become a key element in the guest experience, with the implementation of contactless services such as mobile app check-ins and check-outs, as well as the use of smart keys. The hotel business model has become more flexible, encompassing attractive packages, special discounts, and more adaptive payment options. There is an increased focus on health and wellness, with improvements to facilities and programs supporting a healthy lifestyle.

Open spaces have become more important, in line with changes in travel patterns leading to an interest in remote and less crowded destinations. Hotels strive to enhance sustainable practices in response to guest awareness of environmental issues. Collaboration with local partners and increased education and training for staff are key elements in navigating these changes. Overall, the hotel industry is moving towards comprehensive adaptation to meet the new expectations and needs of post-pandemic guests.

1.2 Internship Aims and Objectives

Internship is a must for hospitality students to complete their studies. Internships will be a place where students will hone their skills and knowledge even more. Internship is a place where students can hone their skills and knowledge with high hotel standards (Hanifah, 2019, p.83). Students will get a real feel for how the hospitality industry really is and it is important for students to choose the right hotel to deepen their knowledge and skills according to their interests. According to Christopher Steven (2022), engaging in this industrial

program also requires students to establish positive social connections with fellow hotel workers. The reason the author chose Raffles Jakarta hotel as a place to deepen his skills and knowledge is because Raffles has beautiful and attractive pastry & bakery products to learn. Raffles Jakarta is the right hotel for students to learn more about pastry & bakery and other departments.

1.3 Time and Procedure of Internship

This field work practice began on July 17, 2023 - January 17, 2024 by going through several procedures as follows:

1. Determine the hotel you want to go to.
2. Send several files such as; CV, Cover letter, Certificates, and KM form from campus.
3. Interview, after sending several documents, prospective trainees will get an interview call (online / onsite).
4. Interview result, after conducting a good interview, prospective trainees will be sent the interview results via email.
5. Pre-Arrival Briefing, if you have passed the selection and accepted as a trainee, then the trainee will attend the Pre-Arrival Briefing to get to know about hotel regulations and Medical Check-Up.
6. Orientation day 1, on the first day of trainee orientation will be explained about trainee regulations and grooming standards at Raffles Jakarta.
7. Orientation day 2, On the second day of orientation, trainees will be taken around the hotel to get to know the hotel environment thoroughly and then measured for uniforms.
8. Internship, trainees will start their internship according to the schedule that has been determined.

CHAPTER II

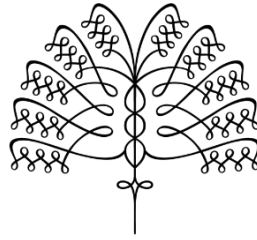
COMPANY OVERVIEW

2.1 Brief History of the Company

One of the chain hotels in Jakarta is Raffles Jakarta. Raffles Jakarta is a hotel under the auspices of the Accor Group. Raffles Jakarta first opened in 2015 and is the 12th property of Raffles Hotels and Resorts. Raffles Hotel first opened in Singapore in 1887 and is recognized as one of the most exotic hotels in the world. Now Raffles hotel and resort properties have expanded in 2 regions of Indonesia namely Jakarta and Bali. Raffles Jakarta has a unique interior design and is full of artistic nuances. Raffles Jakarta is closely associated with the works of legendary Indonesian artist Hendra Gunawan. The hotel is full of works of art that make this hotel look unique and attractive. Raffles Jakarta is also famous for the Butler Service provided to guests, all types of rooms have butler service to meet guest needs. The service is so extraordinary that guests feel comfortable and satisfied staying at the hotel. This hotel provides the same comfort when guests are at home, so it's no wonder guests feel comfortable at Raffles Jakarta. The hotel also has four luxury dining options that guests can choose from during their stay, namely Arts Café, Raffles Patisserie, Navina Pool Bar, and The Authors Bar. One of Raffles Jakarta's unique features is The Authors Bar which is dedicated to two famous authors, Ernest Hemingway and Somerset Maugham. At this bar guests can enjoy coffee with delicious pastries and other beverages.

Raffles Jakarta always prioritizes guest satisfaction by providing the best and luxurious services from its products (Pamungkas, 2018, p.3). With luxurious facilities and services, Raffles Jakarta pampers its guests. To produce luxurious and quality food products, Raffles Jakarta selects chefs with extraordinary abilities who come from Asia and Western.

Picture 2.1 Raffles Jakarta Logo



RAFFLES

JAKARTA

(source: rafflesjakarta.com)

Table 2.1 Company Internship Period

No	Department	Start	End
1	Pastry Department	17 July 2023	17 January 2024

(source: author's data)

a. Vision and Mission

VISION

To be iconic in Indonesian hospitality, curating legendary luxury experiences.

MISSION

1) Talent

We commit to making Raffles Jakarta an ecosystem of well-being where all colleagues feel valued for their contributions to our collective success and feel limitless in their learning and growth.

2) Guests

We are the "creators" and editors" of our guest Stories We plan and provide luxury guest experiences with a memorable touch of Indonesian hospitality for our guests. All

colleagues, regardless of their department, respond with a "Yes" and go the extra mile to assist guest.

3) Brand

We live our brand standards daily and commit to the meaningful presence of the brand in the local communities. Proud of being the custodians of the Raffles brand, we support its stories and share them.

4) Profit

We are agile and productive in creating the most meaningful value for our owners in compliance with the brand standards and local legislation.

2.2 Hotel Facilities

Hotel facilities are various services and amenities provided by hotels to their guests to meet their needs and enhance their comfort during their stay. Here are some facilities provided by Raffles Jakarta.

Table 2.2 Raffles Jakarta Public Area

No	Public Area	Description
1	 <p data-bbox="437 1720 895 1809">Picture 2.2 Raffles Jakarta Lobby (source: rafflesjakarta.com)</p>	<p data-bbox="951 1402 1361 1715">The lobby is located on the L floor near The Author's Bar. In this lobby there are many paintings by Hendra Gunawan that add to the luxurious impression.</p>











<p>2</p>	 <p>Picture 2.3 Raffles Jakarta Gym (source: rafflesjakarta.com)</p>	<p>Located on the 14th floor, this gym focuses on harmonizing physical activity with relaxation. This gym has 24 hours access. Opening hours: 06:00 AM – 09:00 PM.</p>
<p>3</p>	 <p>Picture 2.4 Swimming Pool (source: rafflesjakarta.com)</p>	<p>Located on the 14th floor, this pool has dimensions of 25 m x 10 m x 1.4 m, while the children's pool measures 4 m x 10 m x 0.5 m. Guests can also enjoy light meals and cocktails at Navina Pool Bar. Opening hours: 06:00 AM – 08:00 PM.</p>
<p>4</p>	 <p>Picture 2.5 Raffles Jakarta Spa (source: rafflesjakarta.com)</p>	<p>Located on the 14th floor, this spa will help guests unwind from the week's activities. From signature massages using traditional techniques and oils to unique sensory massage experiences. Opening hours: 10:00 AM – 09:00 PM.</p>



Table 2.3 Raffles Jakarta Room Type




No	Room Type	Description
1	 <p data-bbox="507 611 847 701">Picture 2.6 Raffles Room (source: rafflesjakarta.com)</p>	<p data-bbox="970 331 1361 860">The room offers 60 square meters of space, featuring a king-size bed and a stunning city view. Guests can enjoy complimentary Wi-Fi, premium channels, a coffee maker, a private bathroom, a complete minibar set, an executive writing desk with a multimedia panel, and more.</p>
2	 <p data-bbox="459 1153 895 1243">Picture 2.7 Raffles Garden View Room (source: rafflesjakarta.com)</p>	<p data-bbox="970 882 1361 1137">This room type has a room area of 136 sqm and has room facilities such as dining table, garden view, king size bed, and bathtub with city view.</p>
3	 <p data-bbox="491 1550 863 1639">Picture 2.8 Signature Room (source: rafflesjakarta.com)</p>	<p data-bbox="970 1279 1361 1646">With a room area of 90 sqm, this room type is actually not much different from the Raffles Suite room, having room facilities such as twin beds, closed bathtub, and dining table.</p>
4	 <p data-bbox="523 1946 831 1991">Picture 2.9 Artist Suite</p>	<p data-bbox="970 1675 1361 1930">This room type has an area of 97 sqm with room facilities such as bed, bathtub with city view, dining room, and mini gym.</p>




	(source: rafflesjakarta.com)	
5	 <p>Picture 2.10 Gallery Suite (source: rafflesjakarta.com)</p>	<p>Spanning 136 square meters, this room boasts a king-size bed and a captivating city view. Infused with Hendra Gunawan's unique art concept, the room offers a generously sized living room and distinct dining areas, along with a separate bedroom. Guests can enjoy complimentary amenities such as Wi-Fi, premium channels, a coffee maker, a private bathroom, a complete minibar set, an executive writing desk with a multimedia panel, and more.</p>
6	 <p>Picture 2.11 Garden View Suite (source: rafflesjakarta.com)</p>	<p>This room type has a room area of 136 sqm and has room facilities such as dining table, garden view, king size bed, and bathtub with city view.</p>
7		<p>Raffles Suite Room is the most spacious and luxurious room owned by Raffles Jakarta and has quite complete facilities such as a</p>

	<p>Picture 2.12 Raffles Suite (source: rafflesjakarta.com)</p>	<p>multipurpose multifunctional room, meeting room, special room for bodyguards, main room, spa, mini gym, and bathtub that has a city view.</p>
--	---	--

Table 2.4 Raffles Jakarta Meeting Room



No	Meeting Room	Description
1	 <p>Picture 2.13 Dian Ballroom (source: rafflesjakarta.com)</p>	<p>Dian Ballroom spans 2520 square meters, measuring 56 meters by 45 meters in dimensions. With a capacity for hosting 3000 individuals, this ballroom draws inspiration from the artistic works of Hendra Gunawan, contributing to an enriched experience of light, color, and space.</p>
2		<p>This meeting room covers an area of 80 square meters, featuring dimensions of 8 meters by 10 meters.</p>




	<p align="center">Picture 2.14 Paris Meeting Room (source: rafflesjakarta.com)</p> 	<p>With a capacity to host 75 individuals, this meeting space provides ample room for various events.</p>
3	 <p align="center">Picture 2.15 Singapore Meeting Room (source: rafflesjakarta.com)</p>	<p>This meeting room spans 99 square meters, with dimensions of 8.5 meters by 11.6 meters. This venue is capable of hosting up to 80 individuals, offering a spacious setting for various gatherings.</p>
4	 <p align="center">Picture 2.16 London Meeting Room (source: rafflesjakarta.com)</p>	<p>London Meeting Room has 35 sqm with dimensions 7 x 5 m. London Meeting Room can accommodate 12 – 24 persons.</p>

5	 <p style="text-align: center;">Picture 2.17 Istanbul Meeting Room (source: rafflesjakarta.com)</p>	<p>Istanbul Meeting room has 35 sqm with dimensions 7 x 5 m. This meeting room can accommodate 12 up to 24 persons.</p>
6	 <p style="text-align: center;">Picture 2.18 Dubai Meeting Room (source: rafflesjakarta.com)</p>	<p>This meeting room encompasses an area of 86 square meters, featuring dimensions of 9 meters by 9.5 meters. With a capacity to host 65 individuals, this meeting space provides ample room for a variety of events.</p>
7	 <p style="text-align: center;">Picture 2.19 Boardroom (source: rafflesjakarta.com)</p>	<p>The Boardroom spans 53 square meters, with dimensions of 7 meters by 7.5 meters. This meeting space has the capacity to accommodate 16 individuals.</p>

8	 <p style="text-align: center;">Picture 2.20 Event On Two (source: rafflesjakarta.com)</p>	<p>This meeting room has 288 sqm with dimensions 16 x 8 m.</p>
---	---	--

Table 2.5 Restaurant / Bar

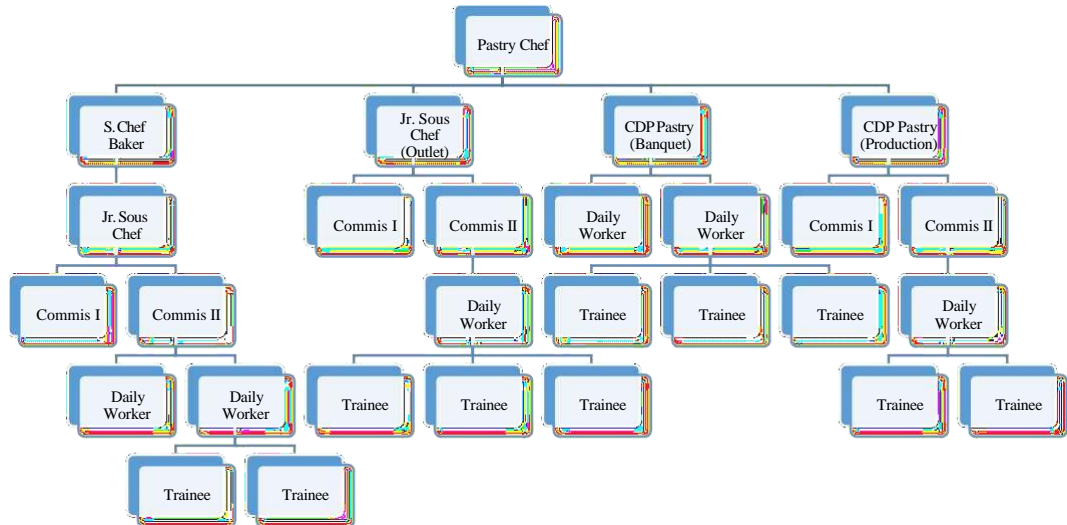
No	Restaurant / Bar	Description
1	 <p style="text-align: center;">Picture 2.21 Arts Café by Raffles Jakarta (source: rafflesjakarta.com)</p>	<p>Arts Café by Raffles Jakarta, Raffles Jakarta's flagship restaurant serving Asian, Japanese and Western food. For breakfast, Arts Café opens at 6 am to 10 am. Lunch starts at 12pm to 3pm. Dinner starts at 6 p.m. to 9 p.m.</p>
2	 <p style="text-align: center;">Picture 2.22 Patisserie (source: rafflesjakarta.com)</p>	<p>Patisserie, is part of Arts Café where Patisserie serves boulangeries, viennoseries, individual cakes, pudding and pannacotta.</p>

3	 <p>Picture 2.23 Navina Pool Bar (source: rafflesjakarta.com)</p>	<p>Navina Pool Bar, this poolside bar is located on the 14th floor where it offers cocktails with delicious pizzas accompanied by artworks and sculptures by Hendra Gunawan.</p>
4	 <p>Picture 2.24 The Author's Bar (source: rafflesjakarta.com)</p>	<p>The Author's Bar, a bar located next to the lobby offers a wide range of coffee, tea, cocktails, mocktails served with beautiful desserts. Here guests can dine while viewing some of the artworks.</p>
5	 <p>Picture 2.25 Raffles Club (source: rafflesjakarta.com)</p>	<p>Raffles Club, is a venue reserved exclusively for Platinum and Diamond guests to dine on fine food and beverages in a relaxed manner.</p>

MULTIMEDIA
NUSANTARA

2.3 Organizational Chart

Here is the organizational chart of pastry department at Raffles Jakarta:



Picture 2.26 Pastry Department Organizational Charts

(source: Raffles Jakarta)

Duties and Responsibility:

1. Pastry Chef

- Develop and create a variety of pastries, desserts, and baked goods.
- Oversee the pastry kitchen operations, including planning menus and recipes.
- Manage inventory and ordering of pastry ingredients.
- Train and supervise pastry kitchen staff.
- Ensure quality and presentation standards are met.
- Stay updated on industry trends and incorporate new techniques into pastry creations.

2. Sous Chef Baker

- Assist the head pastry chef in planning and organizing pastry kitchen activities.
- Supervise the preparation and baking of pastries and desserts.

- c) Manage kitchen staff and ensure a smooth workflow.
- d) Collaborate with the head pastry chef in menu development and cost control.
- e) Maintain kitchen hygiene and sanitation standards.

3. Jr. Sous Chef

- a) Assist the sous chef and head chef in daily kitchen operations.
- b) Supervise and train junior kitchen staff.
- c) Ensure the quality and consistency of food preparation.
- d) Contribute to menu planning and development.
- e) Monitor inventory levels and assist in ordering supplies.

4. CDP Pastry

- a) Responsible for a specific section of the pastry kitchen.
- b) Prepare and execute pastry recipes.
- c) Train and supervise commis chefs and kitchen assistants.
- d) Ensure that all equipment is properly maintained.
- e) Collaborate with the sous chef in menu planning.

5. Commis I

- a) Assist in the preparation of pastry and baked goods.
- b) Learn and follow recipes and techniques under the supervision of higher-ranked chefs.
- c) Maintain cleanliness and organization in the kitchen.
- d) Take direction from senior kitchen staff.
- e) Participate in training programs.

6. Commis II

- a) Assist in basic food preparation tasks.
- b) Follow recipes and guidelines provided by higher-ranked chefs.

- c) Maintain cleanliness and order in the assigned work area.
- d) Learn and develop skills in pastry and baking.

7. Daily Worker

- a) Perform specific tasks in the pastry kitchen as assigned.
- b) Assist in basic food preparation and cleaning duties.
- c) Follow instructions from higher-ranked chefs.
- d) Provide support during peak hours or special events.

8. Trainee

- a) Undergo training in various aspects of pastry and baking.
- b) Learn fundamental culinary skills and techniques.
- c) Assist in basic kitchen tasks under the guidance of experienced chefs.
- d) Participate in educational programs and training.

CHAPTER III

INTERNSHIP IMPLEMENTATION

3.1 Position and Coordination

The internship program for 6 months at Raffles Jakarta hotel has been successfully completed by the author on time. This internship program took place from July 17, 2023, to January 17, 2024. During the 6-month training period, the author was placed in three sections of the pastry department, like bakery, outlet (Arts Café), and production (Arts Café). Each section had very different tasks and responsibilities, and the author gained valuable experience during the training in these three sections.

Table 3.1 Position and Coordination

No	Section	Period	Work Shift
1	Bakery	17 July – 10 September	Morning (06:30 AM – 3 PM) Night (11 PM – 8 AM)
2	Outlet (Arts Café)	11 September – 12 November	Morning (7 AM – 4 PM)
3	Production (Arts Café)	13 November – 17 January	Afternoon (2 PM – 11 PM)

(source: author's data)

The importance of interdepartmental coordination in the hospitality industry cannot be overlooked as it helps align various activities and services to provide a seamless and satisfying experience for guests. Here are some examples of the importance of pastry and others department coordination at Raffles Jakarta:

1. Pastry – Steward
 - a) The steward always makes sure the plates or pastry tools are cleaned and stored properly.
 - b) Pastry makes the steward's job easier by not stacking chinaware with

stainless items in the sink and making sure there is no trash on the dishes.

2. Pastry – FnB Service

- a) FnB Service communicates with pastry when there is an ala carte order or whole cake order and pastry will prepare it for FnB Service to pick up.

3. Pastry – Front Office (Raffles Club)

- a) Pastry prepares miniatures and breads for afternoon tea and evening cocktails
- b) When the miniatures have diminished and need to be refilled, the Raffles Club will call the pastry and inform them to refill immediately.

4. Pastry – Receiving

- a) When the goods from the supplier arrive, the receiving party will notify pastry to immediately pick up the ingredients so that the quality of the ingredients is maintained.

3.2 Assignment and Review

3.2.1 Assignment

During the internship, the author was placed in three different sections such as bakery, outlet (Arts Café), and production (Arts Café). Below is the job description of each section:

Bakery Section

- 1) In charge of guarding and serving guests in the patisserie stalls during breakfast.
- 2) Closing breakfast patisserie.
- 3) Tidy up the trolley used for closing breakfast and check if the product is no longer suitable for storage.
- 4) Prepare and make dessert glass such as pudding, pannacotta, jelly, or mousse for next breakfast.

- 5) Finishing dessert glass.
- 6) Set up for dinner.
- 7) Do the remaining to do list, such as making brioche, white toast, or sourdough.
- 8) Bakery cleaning.

Outlet (Arts Café) Section

- 1) Take the entremets cakes to be finished in the commissary freezer and unmold the mousse.
- 2) Start to glaze, dip, or spray the miniatures.
- 3) Finishing the miniatures.
- 4) Cleaning section.
- 5) Set up for lunch, make sure the set up looks neat and attractive.
- 6) Making a to do list.
- 7) Counting and checking items for tomorrow's finishing.
- 8) Preparing glazes, spray, and chocolate dipping for tomorrow's finishing.
- 9) Making chocolate garnish for tomorrow's items.
- 10) Preparing and finishing Raffles Afternoon Tea order.
- 11) Changing all the label date into the new dates.
- 12) Cleaning section.

Production (Arts Café) Section

- 1) Preparing for afternoon tea set up.
- 2) Preparing molds and make a to do list.
- 3) Checking fillings for entremets cake, If there are empty fillings, make them in advance.
- 4) Whip creams for entremets cake.
- 5) Set up for Raffles Afternoon Tea.
- 6) Continue making fillings or jelly tourbillon.
- 7) Start making products with the least number of molds to speed up the work.

- 8) Set up for Raffles Evening Cocktail.
- 9) Continue making entremets cake.
- 10) Make a label date for all products.
- 11) Cleaning section.

3.2.2 Review

During the internship, the author was assigned to three different sections within the Arts Café: Bakery, Outlet (Arts Café), and Production (Arts Café). Each section had specific tasks and responsibilities, contributing to the overall functioning of the establishment.

Overall, the author's internship involved a diverse range of tasks, showcasing their ability to handle responsibilities in various sections of the Arts Café. The detailed breakdown of duties in each section reflects a comprehensive understanding of the day-to-day operations, emphasizing organizational skills, attention to detail, and efficiency in completing tasks.

3.3 Challenges Faces

During the internship, the author faced several challenges including:

1) Time Management:

Balancing responsibilities in three different sections posed a significant challenge. Juggling tasks in the Bakery, Outlet, and Production sections required effective time management to meet deadlines and ensure the smooth flow of operations.

2) Complex Dessert Preparation:

The intricate preparation of desserts, including entremets cakes and miniatures, posed a challenge due to their complexity and precision requirements. Achieving consistency in taste and presentation demanded careful attention to detail.

3) Lack of Clean Equipment:

Especially for pudding and pannacotta glasses. This was a challenge that the author faced during internship.

3.4 Problem Solving

During the internship, the author faced several challenges as mentioned above. Every challenge we face will shape us into a better version of ourselves, by facing challenges the author learns to find ways to overcome these challenges. Here is the problem solving for the challenges that the author faced during the internship including:

1) **Time Management:**

For time management challenges, the author overcomes them by continuing to learn to find quick ways to complete a task. Prioritizing tasks that take longer or are more important can strengthen the author's time management. Making a detailed and clear to do list can also help overcome time management challenges so that we know what we have to do first and what can be postponed. Working in the hospitality industry, especially the pastry department, requires us to be able to work quickly and precisely, therefore it is very important for us to have good time management.

2) **Complex Dessert Preparation:**

Improve communication and coordination with colleagues and Production to gain further insight into the dessert preparation process. Developing detailed guidelines or checklists for complex preparation steps can help minimize errors.

3) **Lack of Clean Equipment:**

Propose or involve management to improve the equipment cleaning and maintenance system. Developing a regular schedule for cleaning and maintaining equipment, especially for pudding and pannacotta cups, can solve the problem of lack of clean equipment.

CHAPTER IV

CONCLUSION AND RECOMMENDATION

Conclusion

There are several things that need to be prepared before entering the industry. The basic skills and knowledge that the author has gained from campus are not enough to enter the real world of the hospitality industry. In addition to basic skills and knowledge, good physical and mental health is needed before entering the hospitality industry. In the internship program at Raffles Jakarta, the author gained a lot of knowledge and skills that were applied in practice in the real hospitality industry about the world of pastry. The author learned how to complete the tasks given in a short time, handle guest complaints, and learn new things that the author did not get while on campus.

Bakery is the section where the author was first placed. In this bakery section, the author learned many things about the process of making leavened bread such as croissants, brioche, white toast, etc. From this bakery section, the author also began to learn to adapt to the pastry environment at Raffles Jakarta, adapt to new people, and also learn good time management. In the author's view, good time management is very necessary when we work in the pastry field. The basic skills on how to make bread and pastry products that the author got from campus really helped the author in completing the assigned tasks.

Besides bakery, the author also studied in the outlet section where the author learned a lot about chocolate and garnishes. Good time management, and creative are the skills needed when we are in this section. Finishing several types of miniatures in a limited time is a challenge for the author in the outlet section. The author learned how to glaze properly, how to make chocolate garnish and praline, and many more.

The last section is production. In this section, the author gained a lot of valuable insight and experience. The author learned many things about mousse and other pastry products that were not previously taught in college. It took time for the author to quickly adapt to the tasks and working hours that are very different from other

sections. In my opinion, the production section is the right section if students want to gain more knowledge and experience in pastry.

In conclusion, the author gained a lot of valuable knowledge and experience during the internship at Raffles Jakarta pastry. Raffles Hotel Jakarta is the right choice to hone skills and knowledge about the world of pastry.

1.1 Recommendation

Based on the author internship experience, the author have several recommendations that the author can give:

1. Company

- a) To consider and communicate to the Stewarding section about providing the finished and cleaned equipment id to the kitchen, so that all kitchen st team will always able to apply an efficient and timely working on daily basis.
- b) To consider about the number of staff assigned in a shift, so that the the scope of work will be maximized and achieved.

2. University

- a) Providing extra session for bakery and pastry classes.

3. Upcoming intern students

- a) Try to be more initiative and critical during the internship, ask questions about anything students are confused about.
- b) Do not be easily satisfied, continue to explore as much knowledge and experience as possible.

REFERENCE

- Audryana, M. (2022). Industrial Training Report Cold Kitchen & Hot Kitchen In Raffles Hotel Jakarta By Accor Group. *Ottimo International*.
<http://repository.ottimmo.ac.id/757/3/TR%20-%20MADELINE%20CHAPTER%202%20-%20madeline%20audrey.pdf>
- Hanifah, R.D. (2019). Evaluasi Kinerja Mahasiswa Magang Di Hotel Bintang 5 (*****). *Jurnal Pariwisata*.
<http://jurnal.unmuhjember.ac.id/index.php/wisata/article/viewFile/2681/2117>
- Lesmana, I.G.Y., Purwanti, P.A.P. (2020). Penyerapan Tenaga Kerja Pada Sektor Pariwisata Di Kabupaten Badung. *E-Jurnal EP Unud*.
<https://ojs.unud.ac.id/index.php/eep/article/download/52016/34312>
- Pamungkas, P.K. (2018). Laporan Tugas Akhir Praktek Kerja Lapangan Di Food & Beverage Product Raffles Hotel Jakarta. *Sekolah Tinggi Pariwisata Ampta*.
http://repository.ampta.ac.id/405/1/COVER%20-%20BAB%201_opt.pdf
- Suyiono, R. (2022). Front Office Department Raffles Hotel Jakarta Industrial Placement Report. *Universitas Multimedia Nusantara*.
- Sihombing, D.A., Hellen. (2021). Faktor Yang Mempengaruh Kepuasan Pelanggan Menginap di Chain Hotel. *Jurnal Pariwisata Dan Budaya*.
<https://ejournal.bsi.ac.id/ejurnal/index.php/khasanah/article/viewFile/9445/4689>
- Steven Sunaryo, Christopher (2022) Front Office Department in Raffles Jakarta. *Universitas Multimedia Nusantara*.