

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.