

## **CHAPTER III**

### **TRAINEE PERFORMANCE**

#### **A. Placement and Coordination:**

During the writer's industrial placement, the writer was assigned to the food product department. This placement involved coordinating with other departments, facilitating collaboration and communication across various organizational sections. This interaction helped ensure a seamless flow of operations and fostered a holistic understanding of the overall business processes. There is coordination between the food product department and other departments, including:

1. Food Product Department– Food and Beverage Department

Coordination between the Food Product Department and the Food and Beverage Department involves tasks such as setting up buffets for breakfast, lunch, and dinner. Additionally, there is preparation and coordination for guest orders, with a focus on selling and marketing the chef's specialties during service.

2. Food Product Department – Front Office Department

Collaboration between the Food Product Department and the Front Office Department includes the preparation of meals for the crew lounge. The Front Office Department also plays a role in assisting guests with their dining choices and contributes to marketing efforts for the restaurant and other outlets.

3. Food Product Department – Purchasing Department

Interaction between the Food Product Department and the Purchasing Department encompasses activities like taking stock of supplies. The Food Product Department aids the Purchasing Department in procuring raw materials at optimal prices while maintaining ingredient quality. Furthermore, it assists the purchasing department in creating standard purchase specifications for commodities. This collaborative effort ensures efficient and cost-effective procurement processes.

#### **B. Job Description**

During the Industrial Placement Program at Novotel Tangerang, the writer was assigned to the main kitchen or hot kitchen for a duration of six months. Throughout this period, the trainee was tasked with a variety of job responsibilities on a daily basis. In

addition to describing the specific job roles, students also highlight the valuable experiences gained and skills developed during their time in each placement. The trainee is required to fulfill various job responsibilities each day.

- a) Preparing mise en place for buffet breakfast, lunch, and dinner services.
- b) Incharge hi tea on the 20<sup>th</sup> floor
- c) Set up meal for crew lounge
- d) Incharge barbeque
- e) Making A'la carte
- f) Making dinner for hi tea

The trainee's daily routine encompasses a diverse array of tasks, from ensuring the highest standards of hygiene to efficiently organizing and labeling food products. Additionally, the trainee gains valuable experience in various aspects of buffet setup, temperature monitoring, breakfast buffet management, and specialized arrangements like high tea at the Executive Lounge. The importance of safety measures, including cleaning and sanitizing kitchen utensils, is also emphasized. This comprehensive exposure contributes to a well-rounded understanding of kitchen operations and hospitality industry standards.

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

During industrial placement, there are some problem that must be faced by the writer:

1. Problem
  - a) Adjusting to the working hours of the kitchen staff posed a considerable challenge for the writer, requiring adaptability and resilience.
  - b) Occasionally, the writer faced challenges related to maintaining the mise en place during the preparation of meals for breakfast, lunch, or dinner.
  - c) The writer had to address concerns related to their body's immunity during the industrial placement, ensuring they stayed healthy and capable of fulfilling their responsibilities.
  - d) There were instances where the writer identified opportunities for improvement in their task execution, leading to a focus on becoming more meticulous in carrying out assigned duties.
2. Solution

- a) Becoming accustomed to the demanding working hours in the kitchen is essential, particularly for those aspiring to pursue a career as a chef.
- b) Keeping meticulous records of mise en place for breakfast, lunch, and dinner preparation is a crucial task for the writer.
- c) Prioritizing the maintenance of body immunity through the consumption of vitamins was a key focus during the industrial placement.
- d) Working in direct contact with guests heightened the writer's concentration levels, underscoring the importance of attentive and responsive service.

