

## CHAPTER III

### TRAINEE PERFORMANCE

#### 3.1 Position and Coordination

Author was placed at breakfast section from Augustus 24th, 2023 to January 24th, 2024. At the first day author is introduced to the section and soon teaches about what need to do and how to do it in the most efficient ways. There are two departments that engage directly to PA.SO.LA breakfast section such as:

- In-room dinning
- Club lounge

#### 3.2 Assignment and Review

Author is only placed at breakfast section without rolling department, but author has learn some skills that useful in the industry the most important skill are work fast and precision, because breakfast section are need to prepare and set up the buffet before 06.30. Author job desk in PA.SO.LA breakfast section is:

Breakfast (05.00 – 14.00)

Preparation

- Cleaning set-up table
- Gather utensil to work
- Cutting fruits for breakfast buffet
- Plating cold item for buffet such as: cheese, yogurt, cold cut and salad
- Arranging buffet table
- Set up cereal and granola
- Set up hot item
- Set up cold item that been prepare
- Set up and Arranging noodle section
- Set up and arranging sushi section

## Operational

- Making back-up item for salad, yogurt, fruits and cold cut
- Preparing salad, cold cut and fruits for the next day
- Maintaining buffet item that need to refill
- Making a la Carte
- Cleaning working table
- Clear-up buffet

## Pre-operational

- Refilling cereal
- Cleaning trolley
- Arranging trolley for tomorrow set up
- Making and preparing ingredient for tomorrow a la carte
- Restocking fruits and bread
- Making muesli and pancake dough
- Clearing working area

### 3.3 Problem and Solution

There are some difficulties while writer having the internship, the most challenging for the writer was a limited number of staff and the error cheat printer

- Limited number of staff

While having the internship writer noticed some problems in the hotel which is the problem about the number of staff, the hotel only has a limited number of staff to run the operation, to increase staff salary. Because of that, the restaurant depends on trainees to help run the operation. Writer commonly encounter where there were only the trainees attending in the section without the staff to supervise and lead the trainee. with that the trainee is overwhelmed and will impact to hotel standard. Also will give major problems when the hotels are in high season. Thankfully in some moments leaders and staff from other departments will come to help, also with the help of other section trainees can overcome the hard situation.

- Error order printer

While the writer doing the internship, one of the writer's job desks is making an a la carte menu where the guest requests are written in the order print. Where the order printer often has errors such as orders printed on other printers or the printer prints a blank order. It will take time to make sure with the server what the order should be on the order, which will make the guest feel disappointed for waiting too long. Then the service team comes with CO or manual order to take guest orders, it will hurdle the service staff because they have to eventually input the CO into the system after the system is back to normal. To register the order, but it can overcome the problem.