

CHAPTER IV

CONCLUSION AND RECOMMENDATION

4.1 Conclusion

The writer gained invaluable experience and insight into the operations of a luxury hotel, specifically in the Pastry and Bakery department, during their internship at Raffles Jakarta. The author obtained hands-on training in a number of kitchen management over the course of six months, such as inventory control, safety and hygiene procedures, and workflow coordination. The author gained an understanding of the value of departmental cooperation in ensuring smooth operations by working in the Banquet and Arts Café Product sections.

By providing chances to improve technical knowledge, communication skills, and professional discipline, the internship also aided in the writer's professional and personal growth. The author also gained beneficial time-management and problem-solving abilities by overcoming the difficulties of a fast-paced, high-pressure workplace. The writer's dedication to excellence was strengthened by being exposed to Raffles Jakarta's high standards, which laid foundations for a future career in the hospitality sector. The writer now has the skills and confidence required to survive in the highly competitive field of luxury hospitality thanks to this vast knowledge and hotel staff guidance.

4.2 Recommendation

1. Recommendation for Raffles Jakarta

The atmosphere of the hotel itself is very friendly, there are already enough amenities for staff to enjoy, and Raffles Jakarta is a great place to learn new skills. In addition to being incredibly friendly, the staff is eager to give the trainees the best instruction possible.

By developing detailed action plans to effectively address the challenges trainees might face on the job training, and on high-season -especially for those who are in their first ever job training session -such as establishing flexible staffing or recruiting more experienced staff. This ensures that the pastry and Internship Program in Pastry..., Helena Alicia Sugondo, Universitas Multimedia Nusantara

baker department will have sufficient personnel to handle the increased workload without compromising quality. Also providing recognition and support for trainees, like making a monthly feedback or sharing session where trainees feel valued. This could create an environment where trainees will feel safe, and motivated.

2. Recommendation for Hotel Operations Program Universitas

Multimedia Nusantara

Although Universitas Multimedia Nusantara's Hotel Operations Program is already an excellent opportunity to learn about the hospitality industry, the author has some suggestions that future students of the program might find helpful to learn in order to better prepare for their internship program.

Given that students are expected to work in five-star hotels, Universitas Multimedia Nusantara could make sure that the facilities and lecturers adequately prepare students for these challenging positions. The university students would benefit from being provided a wider variety of facilities and skills that meet the needs of the hospitality sector. Furthermore, the learning process would be greatly improved by having lecturers who are experts in their fields, and can commit to sharing their skills. For instance, students in the pastry department would greatly benefit from having a committed lecturer who is well-versed in pastry techniques and industry standards.