

CHAPTER III

TRAINEE PERFORMANCE

3.1 Placement and Coordination

The writer is positioned as a trainee in the Pastry and Bakery department at Raffles Jakarta. For the first three months, the writer was placed in the Banquet section, and Arts Cafe Product on the last three. Below are the pictures of the Pastry and Bakery Kitchen in Raffles Jakarta:

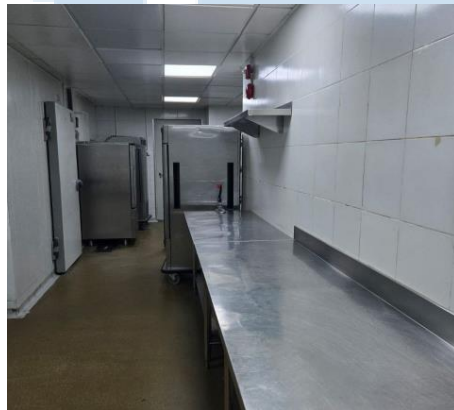


Figure 3. 1 Pastry Kitchen Table
(Source: Raffles Jakarta)



Figure 3. 2 Pastry Kitchen Table
(Source: Raffles Jakarta)



Figure 3. 2 A la Carte Table

(Source: Raffles Jakarta)

There are connections between the Pastry and Bakery department and other related departments. If the Food and Beverage Service department is not notified to pick up and deliver the guest's purchases, the Pastry and Bakery department's products will not reach them. The purpose of this coordination is to guarantee seamless operations and provide guests with exceptional service.

1. Pastry and Bakery Department - Culinary Department

Providing ingredients or goods to each other. For instance, Bakery will provide brioche buns, focaccia, savoury tart shells and savoury choux for the Culinary kitchens to make sandwiches, savoury tarts, and more. The Culinary will provide curry fillings, tomatoes, rice, for the Pastry and Bakery kitchen to use for filling up breads, viennoiserie garnishes, and making rice pudding. Also collaborating with each other to prepare and provide sweet and savoury dishes for banquet events.

2. Pastry and Bakery Department - Food and Beverage Service Department

Delivering food to guests. When an outlet orders a pastry or bakery item to the pastry and bakery kitchen, the assigned individual will prepare it for them, then notify them to get it picked up and delivered. As well as providing complimentary

cakes. Every night, the Food and Beverage Service department will order Mango Mousse complimentary cakes for the guests who booked and requested them the next day. The Pastry kitchen will prepare them and ensure they're ready anytime for pick up. Also providing the chocolate wording on the plate if asked.

3. Pastry and Bakery Department - Butler Service Department

Provide daily room amenities. The pastry department will provide pralines, macarons, cookies, and kids amenities for the daily room amenities, then the butlers will pick those items up and deliver them to the rooms. Also provide Complimentary Cakes, the pastry department will prepare and provide the mini Mango Mousse complimentary cakes for butlers, then the butlers will deliver them to the rooms.

4. Pastry and Bakery Department - Housekeeping Department

The housekeeping department keeps the cafe Patisserie area clean and tidy, creating a clean and hygienic area for guests and food preparation.

5. Pastry and Bakery Department - Stewarding Department

Stewarding helps with washing all the dirty items that have been used in the kitchen operation. The Pastry and Bakery department can also order plates and supplies that are needed for operation to the steward, when being kept in a locked storage unit. For instance, when there is a banquet event, the pastry kitchen will need a lot of ceramic and glasswares for food preparation, the steward will take the plate order, and provide the plates as soon as possible.

6. Pastry and Bakery Department - Purchasing Department

The purchasing department assists with the ordering and purchase of goods; they get in touch with suppliers directly and search for any items that the kitchen requires but are not listed in the system. Oversee and manage all of the expenses in the kitchen or hotel and to monitor spending by providing a report on profits

and losses.

7. Pastry and Bakery Department - Receiving Department

Receiving departments are in charge of receiving and approving supplies from suppliers in accordance with orders. Ensure that the quantity and quality match the specifications.

8. Pastry and Bakery Department - Front Office Department

When there is an order from the room, the Front Office department will notify the In Room Dining Service department to order to the Pastry kitchen.

9. Pastry and Bakery Department - In Room Dining Service Department

When there is an order notified by the front office department, In Room Dining will notify the pastry kitchen by phone. Then the assigned individual will prepare the item, notify the In Room Dining Service, then they will pick it up and deliver it to the guests.

10. Pastry and Bakery Department - Sales and Marketing Department

Sales and Marketing will promote the pastry and baked goods that the department provides. For instance, when there is a Cake Of The Month, the Sales and Marketing team will promote and accept orders, which then the Pastry kitchen will be notified and provide on the requested date and time.

11. Pastry and Bakery Department - Security Department

All items that go in or out of the hotel must be checked by the Security to ensure safety in the restaurant, as well as prevent stealing attempts. Security checks all bags that go in and out of the employee entrance to ensure safety and security in the working areas. As well as checking the items being delivered to the employee entrance, ordered by the employees, also to ensure safety and security in the working areas.

12. Pastry and Bakery Department - Talent and Culture Department

The Talent and Culture department helps to find staff that fit the requirements and provide training to the staff. Talent and Culture also provide orientation programs for new trainees and staffs for us to get to know about the hotel. For trainees, Talent and Culture accepts feedback, in case there are unwanted things that happen in the working area, and takes action so it will not bother the daily operations.

13. Pastry and Bakery Department - Engineering Department

The engineering department helps with maintaining the machinery and equipment that are being used in the kitchen. Helps with fixing any broken machinery and equipment in the operation.



3.2 Job Description

The writer did the Internship Program at Raffles Jakarta in the Pastry and Bakery Department. The writer starts the internship from July 2024 and will complete her internship in January 2025. The writer was placed in the Banquet and Arts Cafe Product section with a duration of six months training. The writer works nine hours a week, including an hour-long break, with five days of work and two days off. The shifts vary for trainees, depending on the sections. Trainees are allowed to get a Lieu Day (LD) credit if they went to work during a Public Holiday and the credit can be used at a requested time if approved by the Executive Pastry Chef, or will be used when the day is not busy. Additionally, trainees are also allowed to request for a day off schedule if they have a valid reason or important occasion for that day. Requests for schedules are only allowed before every Thursday, since the schedule will be made and submitted to the Talent and Culture department for approval. The writer was put in the Banquet section for the first three months, then moved to the Arts Cafe Product section for the last three months.

Table 3.1 Period of internship

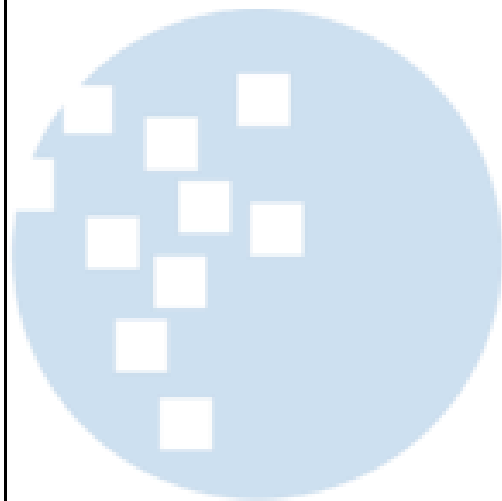
Section	Period	Work Shift
Banquet	17 th July 2024 – 13 th October 2024	09:00 – 18:00
Arts Cafe Product	14 th October 2024 – 15 th January 2024	07:00 - 16:00

Each section has a different job description, the following are the job descriptions that the writer has done during the internship program.

Table 3.2 Job description of each section

Section	Job Description
Banquet	<p>Morning Preparation</p> <ol style="list-style-type: none"> 1. Prepare two cookie jars and two flavors of macarons - each item alternating flavors every day -for setting up in the Raffles Club for lunch. Then setting it up to the Raffles Club to be ready at 10:00 AM every weekday, and 10:30 AM every weekend. 2. Prepare four gelato flavors, 7 condiments or toppings for the gelatos, ice cream cones, paper cups, an ice cream scoop, and the scoop holder for setting up at the Navina Pool Bar every weekend to be ready at 09:00 AM. 3. Read the Banquet Event Order (BEO) sheets for the day's events and what needs to be prepared. 4. Prepare the items listed on the BEO recap sheet, starting from the earliest to latest. <p>To Do List Preparation</p> <ol style="list-style-type: none"> 1. When done with the BEO preparation for the day, staff or trainees will write down a recap for the next day's BEO. They will list down the BEO items on a sheet of paper for easier reading. They'll write it down by every event, the items ordered and the quantity for that event, where the event is held, and at what time it should be set up. 2. A to do list will be written down to prepare for the next day.

3. On weekends, trainees will be assigned to clear up the Navina Pool Bar gelato stall at 18 :00, or 17:00 if there is a wedding buffet in the evening, since the same gelato stall will be used as the stall for the wedding.
4. Whilst doing the to do list, we will be asked to get items from the Receiving office when there are ingredients and supplies that we ordered.



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Arts Cafe Product	<p>Morning Preparation</p> <ol style="list-style-type: none"> 1. Turn on the Blast Freezer, carry in the Coolbox Chiller from outside of the Pastry kitchen (from the night closing) 2. Take the miniature items from the Commissary Freezer, put them in the Blast Freezer. 3. Heat up glazes, dipping chocolates or spraying chocolates for finishing the miniatures. 4. Garnish the 5 miniatures to standard, prepare as per lunch and dinner forecast each day. 5. Garnish 4 whole cakes for display at the Patisserie showcase. 6. Separate 8 of each miniatures in an insert, to ease and speed up the setup process, since we use 8 of each item for display. 7. Separate 6 of each miniatures in an insert for Raffles Club set up in the evening. 2 items for the Afternoon Tea at 15:00, and 3 items for the Evening Cocktail at 17:00. 8. Set up at Arts Cafe Patisserie at 10:00 AM on weekdays, 10:30 AM on weekends. 9. On Sundays, there is a Sunday Brunch at Arts Cafe. Preparing 5 miniatures from the daily cycle, as well as a choux tower, macaron tower, garnish 5 different brunch miniatures, garnish 5 puddings, cupcakes, and ice cream condiments. <p>To Do List Preparation</p> <ol style="list-style-type: none"> 1. The staff or trainee will create a to do list for the next day. The to do list is based on the
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	<p>garnishes that will be needed for the next day's item cycle. There are 5 cycles for the daily patisserie items.</p> <ol style="list-style-type: none">2. Count the amount of every miniatures in the cycle box from the freezer and write it down on the to-do list, to order to the production section if they are insufficient.3. Do the to do list as written.4. Prepare items for the Raffles Club a la carte dinner items. Ready to be sent at 17:30 PM.5. On Fridays, prepare the Butcher's Table pass around items such as marshmallows, chocolate soup, 4 miniature items, pralines, pate de fruit, and the plated dessert components (lemon curd, white chantilly, shortbread, raspberries, edible flowers, meringue, and crumble). Ready to be set up at 16:00.6. On Saturdays, the items for dinner at Arts Cafe will be changed into Izakaya items. Preparing the 5 miniatures (different from the daily cycle), mini dango mochis, salted caramel, Japanese Purin, and Japanese tofu pudding with brown sugar syrup.
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3.3 Problem and Solution

While working at the Pastry and Bakery Kitchen of Raffles Jakarta, there are several problems that the writer has encountered. The following are the problems and solutions that was given the writer and what the writer did during the internship as a trainee at the Pastry and Bakery Kitchen of Raffles Jakarta.

1. Limited Ingredients or Supplies

Sometimes, there is a shortage of ingredients, especially during high season. This could happen because the items that were ordered are being used for other products or due to sudden additional guest bookings in the forecast, making it impossible to produce the same items. Additionally, some supplies and equipment being used by the trainees, part timers, or new daily workers can be easily damaged, possibly because some trainees are not fully aware of the proper usage, handling, and maintaining techniques.

The solution that can be considered are having flexibility in production, whether making a different item to replace the items that aren't available, or using a different equipment or utensils for production, that does not affect the outcome.

2. Equipment Breakage

Due to the daily operation of kitchen machinery, equipment occasionally malfunctions. For instance, the walk-in freezer designated for the pastry department in the commissary, which is used to store production items, experienced a compressor failure and was not able to function for over a month. As a result, all the items from the commissary freezer had to be transferred into the pastry kitchen's walk-in freezer (used for storing daily operational items), causing the freezer to become extremely crowded and making it difficult to locate items efficiently -also risking the breakage of the supplies in the freezer, and risking items falling down.

The solution that can be considered is to train the workers on the correct usage and handling of the equipment to reduce the risk of breakage. Also managing space efficiently, like using labels to sort items so it becomes easier to locate items.