

## **CHAPTER III**

### **INTERNSHIP IMPLEMENTATION**

#### **3.1 Position and Coordination**

The writer has an opportunity to be placed in three different divisions for six months. In the first month, the writer was placed in pastry divisions, especially in the breakfast section in kayumanis restaurant, at the wedang and gelato stall for almost a month. The writer has an opportunity to learn new things for the wedang section such as handling communication for customer engagement, tasting control for the taste of wedang that will be served for the guest and product knowledge for each of the ingredients in wedang that the writer must know so the guest will know their preferences of the wedang that will be chosen. For the gelato stall, the writer should know how to serve and pairing the gelato flavors, especially when there comes about the Tentrem signature ice cream, Tolak Angin ice cream, it will become strange for the guests to combine what kind of flavor that will be compatible for their preferences, like combining between chocolate, strawberry, or vanilla gelato. Not only in the wedang and gelato stall, the writer has an opportunity to learn in Warung Mbok Tarti stall, especially for the jajanan pasar and dawet ireng stall, that the writer has known about the product knowledge of the desserts that will be served to the guests. Besides the breakfast section, the writer has an opportunity to learn the ala carte section for the first two days before rolling to the breakfast section, which in this section, the writer made some stocks for the pastry especially for pudding making and executive lounge's petit four desserts.

In the second month, there is division rolling for some trainees, and one of the trainees that has been rolled for the division is the writer. The writer rolling divisions become banquet-staff canteen. In the canteen, the writer's working speed, effective communication, food stocks determination, and food hygiene must be emphasized for the effectiveness of the canteen flow. The writer mostly coordinates for the food stocks especially between the main kitchen division and/or banquet division for meal stocks, and commissary/pastry division for dessert stocks.

After one month in the canteen, the writer has the last division rolling for four months from the third until sixth month in Hotel Tentrem Yogyakarta's Chinese Restaurant, Summer Palace. The main reason why the writer has an opportunity to roll to the Chinese Restaurant section is the Mandarin language skills that the writer has, since there are some menus in Summer Palace that are written in Mandarin language, so the writer may assist the staff on how to mention the menu in Chinese language if there are Chinese customers in the restaurant. The writer's main section in Chinese Restaurant is Cutter, where the main task is maintaining the ingredients stock for the quality and quantity. In the Cutter for the Chinese Restaurant division, the writer's working speed, ingredients stocks determination, food quality determination, and food hygiene must be emphasized for the working flow of the Chinese Restaurant. For the ingredients stocking, the writer mostly cuts the vegetables for the vegetables a la carte and buffet in kayumanis stocks and butcher the fish when the fish is dead in the aquarium or there are an a la carte order for live seafood. Besides the cutter section, the writer has an incharge in chinese porridge live cooking stall for the Summer Palace weekend all you can eat brunch, Yum Cha. The writer learns to handle customers order, condiments-product knowledge, and effective communication skills for customer engagement. During the writer's free time, the writer has an opportunity to learn on how to make numerous kinds of dimsum in the dimsum section and display in the Chinese food section for kayumanis buffet and plating preparation from display section. After the Chinese Restaurant closes, mostly the writer learns and helps the Kayumanis Commissary for cutting vegetables, since there are different cutting methods and machinery between All Day Dining Vegetable Commissary and Chinese Restaurant Vegetable Cutter.

The Food and Beverage Product Department has relations between other departments such as food and beverage service, purchasing, receiving, security, engineering, IT, HR, housekeeping, and sales & marketing. The following is an explanation of why one department is related to other departments.

### **1. Food and Beverage Product with Food and Beverage Service Department**

Food and beverage service assists in taking orders from guests who request food to be ordered. When the order has been taken, the order will be channeled to each Food and Beverage Product division that is requested to make the order. Because the system at Hotel Tentrem Yogyakarta can order between restaurants, one restaurant division can order for other restaurants.

### **2. Food and Beverage Product with Purchasing Department**

Purchasing department is very helpful in purchasing materials and tools needed by each Food and Beverage Product division, both from the Pastry division, Main Kitchen, Chinese Restaurant, and banquet. If there are certain items needed, purchasing will arrange purchases to each vendor needed.

### **3. Food and Beverage Product with Receiving Department**

Receiving department helps goods that have been purchased by food and beverage products from purchasing to be received and cross-checked whether the goods are suitable and appropriate to be received and paid for. If there is a mismatch of goods, receiving will not receive goods from the relevant vendor.

### **4. Food and Beverage Product with Security Department**

Security is very helpful in maintaining the security and order of the hotel, including the security of the restaurant where the food and beverage product works. In addition, every fire extinguisher is checked periodically to see whether it is appropriate to use or not.

### **5. Food and Beverage Product with Engineering Department**

Engineering assists in damage that occurs both to damaged equipment and facilities in the food and beverage product area, especially the kitchen. Any

damage will be immediately repaired by the engineering department swiftly and responsively.

#### **6. Food and Beverage Product with IT Department**

The IT department assists in the event of errors in restaurant informatics facilities, such as order takers and computer software. The IT Department will be very helpful if there is damage with swift and responsiveness in accordance with predetermined operational standards.

#### **7. Food and Beverage Product with Human Resources Department**

The Human Resources department provides the development of each human resource, one of which is the associate food and beverage product department in soft skills that can be honed and trained by the human resources department related to interactive and innovative training such as training classes, as well as outings that refresh associates to work more effectively.

#### **8. Food and Beverage Product with Housekeeping Department**

The housekeeping department assists in keeping the restaurant area clean and hygienic. If the area is dirty or not clean and tidy, housekeeping will swiftly clean the area. In addition, if there is a festive season such as Christmas and Eid, housekeeping contributes in decorating and decorating the restaurant to be more beautiful.

#### **9. Food and Beverage Product with Sales and Marketing Department**

Sales and marketing department has an important role in getting hotel revenue from guest arrivals. Usually, sales and marketing promotes the restaurant to increase restaurant visitors. Frequently large catering is usually taken directly by sales and marketing to be forwarded to the food and beverage product for what is needed for the catering.

### **3.2 Assignment and Review**

The writer has the internship in three different divisions, Pastry-Kayumanis Breakfast Stall, Banquet-Staff Canteen, and Chinese Restaurant division. The writer's period in each section is first-one month in the Pastry division, second-one month in the Banquet division, and last-four months in the Chinese Restaurant division. Kayumanis is an All Day Dining Buffet Restaurant that the Hotel Tentrem Yogyakarta has that opens from 6.00-21.00 that serves Western and Asian cuisines, but mainly represent Indonesian cuisines specialties for example Warung Mbok Tarti (Gudeg and Dawet Ireng with Jajanan Pasar), Soto Kadipiro, Es Campur, Wedang, and Indonesian Bubur Manis. While the Kayumanis restaurant is an All Day Dining, Summer Palace is a Chinese Restaurant that the Hotel Tentrem Yogyakarta has that opens at lunch time from 11.00-15.00 and dinner time from 18.00-21.00. Each week for every division, the writer has five working days and two days off. For Kayumanis restaurant, there are morning shift (05.00-14.00, 06.00-15.00, 07.00-16.00), afternoon shift (12.00-21.00, 13.00-22.00, 14.00-23.00) and night shift (23.00-08.00), meanwhile for Chinese Restaurant, mostly has split shift (11.00-15.00;18.00-22.00), morning split shift (8.00-12.00;18.00-22.00), morning shift for receiving day (8.00-17.00) and morning shift for Yum Cha weekend brunch (10.00-19.00 for Saturday, and 07.00-16.00 for Sunday). Trainees may request their two days off if there are any special occasion or event that the trainee has, or having pending off (PDO) so that their off day will become their working days and the off day will be exchanged for next week. Especially for Chinese restaurants there are five different sections, such as Cutter, Dimsum, Barbeque/Steaming, Taho, and Cooks Section. There is only one trainee allowed in the Chinese restaurant division, and the trainee is usually in the Cutter section. But, the trainee was allowed to learn new things in different sections other than cutter.

Table 3. 1 Period of Internship

<b>Division</b>	<b>Period</b>	<b>Work Shift</b>
Pastry	14th July 2024 - 11th August 2024	5.00 - 14.00 14.00 - 23.00
Banquet-Canteen	12th August - 15th	6.00 - 15.00

	September 2024	12.00 - 21.00
Chinese Restaurant	16th September 2024 - 9 January 2025	7.00 - 16.00 8.00 - 17.00 10.00 - 19.00 11.00 - 15.00 ; 18.00 - 22.00

For each division, there are the job description for each section in each three department that the writer has done in the six months of internship by the following:

*Table 3. 2 Job Description for Each Section in Pastry Division*

Section	Job Description
A la Carte	<ol style="list-style-type: none"> <li>1. Lunch closing after the morning shift exchange by clearance of the dessert stall in Kayumanis</li> <li>2. Making executive lounge petit four dessert</li> <li>3. Cross checking the stocks of breakfast dessert stall condiments.</li> <li>4. Making dessert based on the empty stocks</li> <li>5. Recapitulation of every condiment and dessert stocks for pastry division group report.</li> </ol>
Breakfast	<ol style="list-style-type: none"> <li>1. Make sure the menus of the day</li> <li>2. Morning pick up from vendor condiments</li> <li>3. Preparation for wedang, gelato, bread, dawet ireng and jajanan pasar stall, and bubur manis stall.</li> <li>4. Cross checking the taste, quality, and quantity of the dessert stall based on the</li> </ol>

	<p>trainee that will incharge in each stall.</p> <ol style="list-style-type: none"> <li>5. Serving breakfast in each stall from 6.00-10.30</li> <li>6. Closing in 10.30 and prepare for lunch until 12.00</li> <li>7. Serving the lunch in each stall from 12.00-14.00</li> <li>8. Handover the lunch stall to a la carte section and give a small briefing based on quantity and quality for each condiment in each stall.</li> </ol>
--	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

*Table 3. 3 Job Description in Banquet-Staff Canteen Division*

Section	Job Description
Morning Shift	<ol style="list-style-type: none"> <li>1. Make sure the breakfast menu for the canteen (nasi goreng/ bubur ayam/ bubur manis)</li> <li>2. A. For nasi goreng, the trainee will pick up the nasi goreng stocks that have been made by night shift in the main kitchen. B. For bubur ayam, the trainee will pick up the porridge stocks that has been made by night shift in main kitchen, and prepare the condiments that has been stocked by afternoon shift in the fridge C. For bubur manis, the trainee will prepare the bubur manis ingredients from the pastry division and make the bubur manis in the canteen kitchen.</li> <li>3. Prepare the bread for canteen breakfast by picking up bread from the pastry division and prepare the bread condiments.</li> <li>4. Serving breakfast and refilling the empty condiments/stocks.</li> <li>5. Breakfast clearance and lunch</li> </ol>

	<p>preparation by making tea, infused water, ice pick up, refilling coffee in a coffee machine, making rice, and lunch pick up.</p> <ol style="list-style-type: none"> <li>6. Serving lunch and a small briefing for the afternoon shift.</li> <li>7. Lunch closing and clearance.</li> </ol>
Afternoon Shift	<ol style="list-style-type: none"> <li>1. Assisting the morning shift for lunch serving.</li> <li>2. Lunch closing and clearance.</li> <li>3. Making rice and sambel stocks, refilling infused water, ice, coffee.</li> <li>4. Report of lunch stocks to the main kitchen staff for the remaining meals lunch.</li> <li>5. Dinner pick up from the main kitchen and/or banquet.</li> <li>6. Dinner preparation and serving.</li> <li>7. Dinner clearance and stock report to main kitchen staff for supper stocks.</li> <li>8. Prepare rice for the main kitchen's porridge, condiments report for next day morning shift, and prepare vegetables condiments for supper.</li> </ol>

*Table 3. 4 Job Description of Each Section in Chinese Restaurant Division*

Section	Job Description
Cutter	<ol style="list-style-type: none"> <li>1. Assist display and cooks section to prepare the ingredients of kayumanis buffet-chinese section</li> <li>2. Tools preparation for a la carte</li> <li>3. Kayumanis' buffet preparation (cutting vegetables, chicken,</li> </ol>



	<p>and fish)</p> <ol style="list-style-type: none"> <li>4. Cross check for each of the a la carte ingredients stocks in the fridge and refilling the empty ingredients.</li> <li>5. Prepare the a la carte ingredients for each order.</li> <li>6. Closing and clear up for the commissary area.</li> </ol>
<p>Barbeque/Steam</p>	<ol style="list-style-type: none"> <li>1. Cross check the poultry stocks (peking duck, roast chicken, hainan chicken, chicken lemongrass)</li> <li>2. Making the empty poultry stocks.</li> <li>3. Refilling the stocks of bebek peking's condiments.</li> <li>4. Prepare the poultry of the day for kayumanis dinner.</li> <li>5. Addition: making stocks of signature tofu for the tofu menu and steaming seafood for the live seafood menu.</li> <li>6. Closing and clearing up for the poultry area.</li> </ol>
<p>Taho</p>	<ol style="list-style-type: none"> <li>1. Prepare cooking tools for the cooks section for every lunch and dinner in kayumanis.</li> <li>2. Prepare banana leaf for carbohydrates display and trolley for food delivery to kayumanis lunch and dinner.</li> <li>3. Display the foods and make sure the display is proper and clean.</li> <li>4. Cross check the sauces and plating condiments stock and make it to refill the stocks that are empty.</li> <li>5. Prepare the a la carte ingredients that have been given from the commissary, cross check whether the ingredients is complete, and</li> </ol>

	<p>deliver to the cooks by order.</p> <ol style="list-style-type: none"> <li>6. Plating the food that has been made by the cooks division and making sure it is proper, consistent, and clean for serving to the guest.</li> <li>7. Closing and clearing up the display and cooking area.</li> </ol>
<p>Cooks</p>	<ol style="list-style-type: none"> <li>1. Assist display to prepare tools and ingredients for each of the lunch and dinner in kayumanis buffet.</li> <li>2. Cooking lunch and dinner that has been prepared by the commissary and display section.</li> <li>3. Cooking the food made by order based on the preparation from the commissary and display.</li> <li>4. Closing and clearing up the cooks section area.</li> </ol>
<p>Dimsum</p>	<ol style="list-style-type: none"> <li>1. Prepare dim sum for every lunch and dinner in kayumanis buffet.</li> <li>2. Recap stocks for each of the dimsum.</li> <li>3. Making stocks of dimsum to refill the dimsum that is empty.</li> <li>4. Steam or fry the dimsum based on the order of a la carte taken.</li> <li>5. Decide the menu of executive lounge dimsum, prepare, deliver, and serve the dimsum in the executive lounge.</li> <li>6. Closing and clearing up the dimsum area.</li> </ol>
<p>Weekend-Yum Cha Brunch</p>	<p>Stall Person In Charge:</p> <ol style="list-style-type: none"> <li>1. Prepare the condiments of chinese porridge and cooking tools for porridge live cooking.</li> <li>2. Prepare the condiments of the hainan chicken rice stall and</li> </ol>

	<p>assist the poultry section for chicken and hainan rice display.</p> <ol style="list-style-type: none"> <li>3. Making the chinese porridge by order of the customer.</li> <li>4. Refilling the empty condiments of both the chinese porridge and hainan chicken rice stall.</li> <li>5. Closing and clearance for chinese porridge and hainan chicken rice stall.</li> </ol>
--	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

### 3.3 Challenges Faces

There are several challenges that the writer needs to face, especially for each of the divisions, from pastry, banquet-staff canteen, to chinese restaurant.

#### 3.3.1 Pastry Division

1. Lack of awareness regarding the inaccuracy of tools that are damaged but still in use.

There are some tools that are damaged, especially plastic-based measuring jugs that have been cracked, ice cream scoop that the outer layer has been detached, small hole in the stainless steel bowl, and mold in each of the hard to clean tools such as balloon whisk and plastic tupperware storebox. Some of the staff ignored the damaged tools and were still using them, until the hygiene protocol staff found out the inaccuracy of the tools.

2. Neatness is not emphasized enough in storing pastry ingredients.

When the operation is carried out during operation, there are some obstacles that are threatening while finding the right ingredients to use especially for pastry storage. The ingredients stored are too random, so while the exact ingredients need to be searched, the time consumed becomes increased and the effectiveness of storing food becomes decreased.

3. Limited rolling section so trainees do not have the opportunity to learn between making products and being in charge in the breakfast stall.

Especially for the breakfast section in the pastry division, there is no proper rolling for each of the trainees, so there are some trainees that are only in charge in the same stall for a month. The lack of this case is that the particular trainee doesn't have enough opportunities to learn various kinds of pastry products at the breakfast stall.

### 3.3.2 Banquet-Staff Canteen Division

1. Lack of maintaining proper hygiene and safety for serving meals

Since there are no staff directly in charge in Staff Canteen and mostly handled by trainees, some trainees have different hygiene standards that they have based on their school. There are different standards for spoiled foods, for example when one trainee said the food was spoiled, the other trainee thought that it was not spoiled at all. Even for spoiled foods, mainly cooked vegetables, the staff will handle it by cooking the food again without the safety concern from hygiene protocol.

2. Miscommunication of the meals stock that becomes the obstacle of serving meals

In the case of meal stock, the trainee including the writer has known the proper stock for serving foods based on the experienced case day by day. But, there are some obstacles while handling the miscommunicated staff who are sure that the meal stock is enough, but the trainees think the food is not enough. So, when the meals are empty, there are complaints from the staff since the meals are not ready.

3. No proper Standard Procedure for storing each kind of food until the food becomes spoiled

In the beginning of being in charge of the canteen staff, there are no standards that the kitchen staff and hygiene protocol staff has for food

storing, even among fellow staff has different standards regarding food storing. But since the writer and the fellow trainee found out that each kind of food such as vegetables, protein, fruits, and dessert can be spoiled quickly for different times and situations.

#### 4. Lack of rules confirmation of the canteen rules to the staff

There are rules that the hotel has given to the staff, especially for opening hours and QR scans for the canteen consumer data. Except for special occasions when the canteen is open all day, there are some time restrictions for opening the kitchen for breakfast, lunch, or dinner. QR scans are needed for the Kitchen Division and Finance Division to control the expenses of Staff Canteen food consumption. But, since the staff ignored those rules and doesn't know why the rules are applied, the staff may complain to the trainee in charge in the canteen on why the rules need to be done.

### 3.3.3 Chinese Restaurant Division

#### 1. Lack of human resources that are able to speak mandarin language to Foreign Chinese tourists.

For one of the five star hotels in Yogyakarta, there are some Chinese Tourists that are interested and coming to Hotel Tentrem Yogyakarta, especially for Chinese Restaurant. But, the writer just knew that there are no staff that are able to speak mandarin language even for the basic one, so the language barrier becomes an obstacle for communication between staff and Chinese guests.

#### 2. Not enough tools that proper to use in five star hotel standard

Since there is a lack of quantity for tools to be used in kitchen operations, there are some alternative tools that the hygiene standard may not be compatible with while in the kitchen operational field. For example, the unused mayonnaise or ice cream box that was reused by staff to store other ingredients.

### 3. Lack of servers while the occupancy of the restaurant is high

Since there is less occupancy in Chinese restaurant than all day dining restaurant, the staff of the Chinese restaurant is less than all day dining staff. But, in high occupancy the staff cannot handle all the guests' orders, so the efficiency of facing the guests will be decreased.

## 3.4 Problem Solving

For those several challenges that the writer needs to face, there are some solutions for solving the problem, especially for each of the divisions, from pastry, banquet-staff canteen, to chinese restaurant.

### 3.3.1 Pastry Division

#### 1. Cope with lack of awareness regarding the inaccuracy of tools that are damaged but still in use.

By this kind of problem, the solution is to gather and report the damaged tools that are still in use to the steward division or staff that are aware of damaged products, and use the alternative or new tools to replace the main tools that can replace the damaged ones. For the mold in the tools, the deep cleaning by selected chemical need to be applicated frequently.

#### 2. Emphasize neatness in storing pastry ingredients.

Neatness should be emphasized by cooperation between staff and training, by knowing the product that the pastry division used, and grouping them by the product type. After that, the product should need to be organized especially when it is used frequently.

#### 3. Handling a limited rolling section so trainees have the opportunity to learn between making products and being in charge in the breakfast stall.

For this kind of problem, it needs to be emphasized that cooperation between one to another trainee and staff, so if the staff does not know about

the rolling section, the trainee should cooperate by rolling section one to another.

### 3.3.2 Banquet-Staff Canteen Division

#### 1. Cope with lack of maintaining proper hygiene and safety for serving meals

For the new trainee that in charge in staff canteen, it should be given some briefing that some particular foods are not should be served if it is not properly can be consumed. If there is some misconduct about serving food such as cooking again the spoiled food, it should be discussed between trainee and staff about whether the food is still proper to be served or not, especially to the hygiene protocol.

#### 2. Handling miscommunication of the meals stock that becomes the obstacle of serving meals

If there are any miscommunication of meal stock, it is needed to be discussed between trainee and staff whether the exact quantity of food is needed for the exact number of staff that will have the meal in the canteen.

#### 3. Emphasize proper Standard Procedure for storing each kind of food

There are some standard procedure for storing each kind of food, so it should be informed to the trainee that particular type of food needs to be stored well, such as for the fruit storing is in the chiller, vegetables needs to be stored in room temperature to prevent overcook in the hot box, protein should be in hot box, and dessert should stored in the chiller.

#### 4. Manage lack of rules confirmation of the canteen rules to the staff

For the rules of the canteen, it needs to be informed frequently to the staff, that can be from cooperation from the HR division or Director of each division about the canteen rules especially for opening hours and QR Scans to the hotel staff, with the particular reason on why the rules applied. If it is

possible, the trainee may remind the staff to show their QR scans proof to the trainee in charge in the canteen.

### 3.3.3 Chinese Restaurant Division

#### 1. Cope with lack of human resources that are able to speak mandarin

Especially in the language barriers, it may have a variety of solutions, for long term period and short term period. For the long term period, it would be very helpful if the hotel recruits staff that are able to speak more than two languages like any kind of language except Indonesian and English, and for this case is Mandarin language. For the short term period, it is recommended that the staff use a translation application to communicate between staff and foreign guests.

#### 2. Managing problem of not enough tools that proper to use in five star hotel standard

To manage the problem of inadequate tools in the kitchen, it should be informed to the hygiene protocol that particular tools are needed to maintain hygiene quality in the five star kitchen restaurant, by showing the inadequate tools and proposing to the hygiene protocol about tools that are needed in the kitchen.

#### 3. Handling lack of servers while the occupancy of the restaurant is high

In order to handle the lack of servers in high occupancy, it is recommended to cross help the server from different sections, and for example is Kayumanis Restaurant server helping Summer Palace Restaurant server to handle a massive guests order.