

CHAPTER III

INTERNSHIP IMPLEMENTATION

3.1 Placement and Coordination

1st Placement: *Main Kitchen (Banquet)*, In the main kitchen of St. Regis Bali Resort, teamwork and collaboration are integral to ensuring smooth operations and delivering exceptional culinary experiences. The main kitchen works closely with various departments, including the Deli restaurant, in-room dining services, and the bar, to handle all incoming orders from these outlets. Whenever an order is placed by guests dining in these areas, it is the responsibility of the main kitchen to prepare and coordinate the dishes to ensure they meet the resort's high standards of quality and presentation.

Additionally, the main kitchen plays a pivotal role in managing and executing larger-scale events hosted at the resort. These events include weddings, New Year's celebrations, corporate gatherings, and other significant occasions. During such events, the main kitchen ensures that every detail is meticulously planned and executed, from preparing the menu to organizing the timely delivery of food.

This dynamic role requires seamless coordination, not only within the kitchen team but also with other departments in the resort, to ensure that all aspects of the culinary experience align with the luxury standards of St. Regis Bali. My internship in the main kitchen allows me to gain valuable insights into this collaborative process and the operational strategies needed to succeed in such a high-pressure, fast-paced environment.

2nd Placement: *Pastry*, In the pastry department at St. Regis Bali Resort, collaboration is key to ensuring the seamless delivery of high-quality pastries and desserts across various outlets and events. The pastry team works closely with in-room dining, the bar, Boneka Restaurant, and Kayuputi Restaurant to meet the diverse culinary needs of guests.

At the bar, the pastry team is responsible for preparing delightful selections for afternoon tea, ensuring an exceptional guest experience with visually

appealing and delicious treats. For Boneka Restaurant, the pastry department plays a crucial role in different meal services. During breakfast, the team prepares ice cream and various bread selections. For brunch, they create an array of desserts, bread, ice cream, fruits, and even a chocolate fountain to elevate the dining experience. At dinner, the team focuses on crafting exquisite desserts, along with providing ice cream, fruits, and a chocolate fountain as a centerpiece for indulgence.

For Kayuputi Restaurant, the pastry team collaborates on both brunch and dinner services, focusing on creating and preparing desserts that align with the restaurant's fine dining standards. Additionally, during special events such as weddings or festive celebrations, the pastry department takes full responsibility for designing and executing a variety of desserts tailored to the occasion.

This collaborative and dynamic role in the pastry department has given me an opportunity to understand the intricate details of dessert preparation and how it complements the overall dining experience at a luxury resort.

3rd Placement: *Boneka Restaurant*, At Boneka Restaurant in St. Regis Bali Resort, collaboration with various departments is essential to ensure smooth daily operations and provide a memorable dining experience for guests. The restaurant works closely with the pastry, bakery, and cold kitchen teams on a daily basis to prepare and deliver a diverse selection of dishes that meet the resort's luxury standards.

The main kitchen, on the other hand, collaborates with Boneka Restaurant primarily during brunch services, ensuring that the signature brunch offerings are well-prepared and beautifully presented. Beyond brunch, the main kitchen typically focuses on other operational areas. In situations where the main kitchen is unavailable, the Boneka Restaurant team also coordinates with the in-room dining department to manage guest orders efficiently.

This seamless coordination between departments demonstrates the importance of teamwork in creating a cohesive and high-quality dining experience. My experience observing and participating in these collaborative

efforts highlights the intricate balance required to maintain efficiency and deliver exceptional service in a luxury hospitality setting

3.2 Job Description

1st Placement: Main Kitchen (Banquet), In the main kitchen at St. Regis Bali, My morning responsibilities focus primarily on preparing all the à la carte items that will be utilized throughout the day. This involves:

- a. **Fresh Preparation:** Carefully crafting each component to ensure they are freshly made, maintaining the high standards of quality expected by our guests.
- b. **Stock Replenishment:** Conducting a thorough check of ingredients and supplies to ensure everything is available in sufficient quantities. If any items are running low, I immediately restock them from the inventory.
- c. **Afternoon Tea Setup:** Organizing and preparing the setup for afternoon tea service. This includes assembling all the required items, such as pastries, finger sandwiches, and tea condiments, to ensure a seamless guest experience later in the day.

After taking a brief break, I resume work with a focus on maintaining the kitchen's efficiency and cleanliness:

- a. **Chiller Cleaning and Organization:** This involves vacuum-sealing various items such as stocks, meatballs, and other perishable ingredients. Vacuum-sealing not only preserves freshness but also optimizes storage conditions within the chiller.
- b. **Weighing and Portioning Ingredients:** I weigh essential items like pasta, kwetiaw, and curly noodles to ensure portion sizes are precise. This preparation is crucial for maintaining consistency in all orders.

In the afternoon, my responsibilities shift to active meal preparation and ensuring readiness for upcoming services:

- a. **Order Preparation:** Preparing and cooking orders according to the required specifications, with a focus on timely and accurate execution.
- b. **Stock Level Checks:** Conducting a detailed review of stock levels to identify items that need replenishing or preparation. I coordinate closely with the

team to address these needs without delay.

- c. **Production Preparation for the Next Day:** To streamline operations for the next shift, I prepare production items in advance. This includes organizing ingredients, pre-cooking components when necessary, and ensuring everything is labeled and stored appropriately for use the following day.

As the day comes to an end, I focus on thorough cleaning and organization to maintain a hygienic and efficient workspace:

- a. **Deep Cleaning:** I clean all tables, utensils, and kitchen equipment used throughout the day. This includes washing, sanitizing, and drying each item to ensure they are ready for the next service.
- b. **Storage and Organization:** Properly storing all ingredients and supplies, ensuring everything is in its designated place. This organization minimizes downtime and confusion during the next shift.
- c. **Final Check:** Conducting a last-minute inspection to verify that the kitchen is spotless and all items are accounted for.

2nd Placement: *Pastry*, In the pastry department at St. Regis Bali, when I begin my morning shift, My day begins with assisting the bakery team in preparing fresh bread for the day. This includes:

- a. **Dough Preparation:** Helping with the mixing, kneading, and shaping of dough for different types of bread.
- b. **Baking:** Monitoring the baking process to ensure bread is perfectly baked and ready for service.

Once the bread is ready, I proceed to Boneka restaurant to assist with the setup. This involves:

- a. Arranging pastries, bread, and desserts on display.
- b. Ensuring that all necessary items, such as utensils and condiments, are in place and ready for guests.
- c. Conducting a final inspection to confirm everything is properly organized.

From 8 AM to 11 AM, I oversee the operations at Boneka restaurant. During this time, I:

- a. Monitor the service to ensure smooth and efficient operations.
- b. Address any issues or shortages promptly to maintain guest satisfaction.

After completing this oversight period, I:

- a. Clear up the workstations and service areas, ensuring cleanliness and readiness for the next phase.
- b. Begin preparing traditional Balinese desserts such as:
 1. Dadar Gulung: A rolled pancake filled with sweet grated coconut.
 2. Limpang Limpung: A type of fried banana delicacy.
 3. Bubur Injin: A black rice pudding served with coconut milk.

These items are specifically prepared for the Dulang restaurant and require precision to meet quality standards. Once completed, I shift my focus to assisting with production tasks as needed.

The afternoon shift begins with preparations for afternoon tea service at the bar. This includes:

- a. Organizing pastries, sandwiches, and other tea accompaniments.
- b. Verifying that all items are complete, fresh, and presented elegantly.

Following this, I turn my attention to dinner preparations, which involve:

- a. Fruit Cutting: Preparing a variety of fresh fruits for desserts and garnishes.
- b. Dessert Preparation: Creating and plating desserts for the evening service, ensuring they are ready for immediate use.

At 5 PM, I assist with the setup at Boneka restaurant for dinner service. My responsibilities include:

- a. Setting up dessert stations with all required items.
- b. Ensuring that everything is arranged neatly and efficiently for the service team.

From 6 PM to 10 PM, I manage operations at Boneka restaurant. During this time, I:

- a. Monitor dessert and fruit stations to ensure consistent service quality.

- b. Replenish items as needed and address any guest requests promptly.

Once the service concludes at 10 PM, I focus on closing tasks:

- a. Clearing up all workstations, dessert stations, and service areas.
- b. Washing and sanitizing equipment, utensils, and tools used throughout the day.
- c. Storing all leftover items properly to maintain freshness and prevent waste.
- d. Conducting a final inspection to ensure the pastry department is clean, organized, and ready for the next day.

3rd Placement: *Boneka Restaurant*, In the morning at Boneka restaurant in St. Regis Bali, My day begins with preparing all the items required for breakfast service. This includes:

- a. Breakfast Item Preparation:
 - 1. Cooking pancakes, crepes, and waffles to perfection.
 - 2. Preparing oat milk and other non-dairy milk options to cater to diverse guest preferences.
 - 3. Organizing and setting up all items required for the cold station, including fresh fruits, yogurt, cold cuts, and cheeses.
- b. Station Setup:
 - 1. Ensuring all dishes, serving utensils, and garnishes are in place and ready for service.
 - 2. Conducting a final quality check to confirm that everything meets the restaurant's high standards.

During breakfast service, which runs from 7 AM to 11 AM, I focus on managing the cold station. My tasks include:

- a. Guest Service:
 - 1. Maintaining the station's cleanliness and organization throughout service.
 - 2. Restocking items as they are depleted to ensure uninterrupted

availability for guests.

3. Addressing any guest requests promptly and professionally.

After the breakfast service concludes, I:

a. Clear Up:

1. Remove used items, sanitize surfaces, and organize the station for the next phase.

b. Provide SOS (Support On Station):

1. Offer assistance to other team members as needed to ensure all areas are cleaned and reset efficiently.

c. Replenish Ingredients:

1. Restock items that were used during breakfast to ensure the kitchen is prepared for upcoming services.

In the afternoon, I shift my focus to preparations for dinner service. Key tasks include:

a. Carving Station Setup:

1. Preparing and arranging meats for the carving station, ensuring they are cooked to the correct temperature and presented attractively.
2. Organizing sauces, condiments, and accompaniments to enhance the guest experience.

b. Sushi Station Preparation:

1. Ensuring all sushi ingredients are fresh, properly sliced, and arranged for efficient service.
2. Setting up utensils and presentation items for the sushi station.

During dinner service, I manage the sushi station, ensuring that each guest's request is fulfilled with precision and care. My responsibilities include:

a. Sushi Preparation and Service:

1. Rolling and cutting sushi to order, maintaining high standards of

taste and presentation.

2. Engaging with guests to provide personalized service and recommendations.
3. Regularly restocking ingredients to ensure continuous service throughout the evening.

At 10 PM, after dinner service concludes, I begin my closing tasks:

a. Clearing and Cleaning:

1. Removing all used items, sanitizing the sushi station, and cleaning utensils and surfaces.
2. Ensuring that the carving station and any other areas I managed are spotless and organized.

b. Dim Sum Station Refill:

1. Restocking and preparing items for the dim sum station to ensure it is fully set for the following day.

Before leaving for the day, I conduct a final inspection of all areas I managed to confirm that they are:

- a. Clean, organized, and ready for the next shift.
- b. Stocked with all necessary items to streamline the operations for the following service.

3.3 Problem and Solution

During my first internship in the main kitchen, I faced a few challenges. The first issue occurred when Bapak Prabowo, President of Indonesia, ordered a burger, but the burger buns were already out of stock, and the bakery had no more available. To resolve this, we decided to wait for the new batch of burger buns that were being baked by the bakery.

The second problem happened when a server at Boneka insisted on serving a dessert from the previous day's display to a guest, even though we had no backup desserts available. We resolved this by explaining the situation to the server and offering to send the dessert directly to the guest's room the following day.

The third issue was when I mistakenly made pancake batter with the wrong ingredients. To solve this, I quickly prepared a new batch of batter using the correct ingredients.