

CHAPTER III

INTERNSHIP IMPLEMENTATION

3.1 Position and Coordination

The writer is positioned as a trainee in the pastry department at Sheraton Jakarta Soekarno Hatta Airport and for the first three months she was placed in the middle shift and the last three months in the breakfast shift. On the day-to-day activities, there is a lot of coordination between the pastry department and other departments. This is the elaboration of the coordination between the departments.

1. Pastry and Bakery Department and Food Production Department

The coordination between these departments is probably the most obvious in the industry, the dish would not be complete without the help of both departments. The bakery department helps to prepare toast bread, baguette, sourdough, croissants, and other items that the food production needs for their breakfast and a la carte menu. In return, the main kitchen also helps with making curry fillings and toppings for danishes used by the pastry and bakery department. Other than that, the kitchen operation relies on the teamwork of both departments.

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

The Pastry and Bakery department also coordinates a lot with the food and beverage service department. The waiters and waitresses will go to bakery for welcome bread and butter portions as well as communicating special orders. Both departments work together from getting the guest's order, making it, and delivering it. Both departments also need to coordinate when a problem arises, for example guest complaint.

3. Pastry and Bakery Department and Housekeeping Department

The coordination between these departments happens often during turndown service. The housekeeping department sends a paper showing

how many rooms received turndown service that evening, and the pastry department prepares granola balls according to the number of rooms. Another coordination happens when the housekeeping department asks for apology amenities.

4. Pastry and Bakery Department and Front Office Department

Front Office department and the Pastry and Bakery department will coordinate when there are kid's activities like cookie decorating, donut decorating, etc. They will also coordinate when there is a VIP guest or special amenities for the room. On a daily basis, both departments communicate on the number of rooms occupied and the status of the guest for their in room jar amenities.

5. Pastry and Bakery Department and Purchasing Department

The Purchasing department helps order ingredients when needed, the ingredients are written in a book and will be taken by the kitchen admin who then sends it to the purchasing department to be purchased. When the items arrive, the purchasing department will check them and report that the items have arrived.

6. Pastry and Bakery Department and Loss Prevention Department

As a part of the hotel, the pastry and bakery department received security from the loss prevention department, which guards the entrance of the hotel. Other than that, they also often help with other things for example alerting when ingredients arrive at the loading dock so that the Pastry and Bakery department could immediately take it.

7. Pastry and Bakery Department and Sales & Marketing Department

For the overall coordination, the Sales & Marketing department works with Pastry and Bakery department to promote and share the items that are sold in the cake shop and promote events that are happening in the hotel. But sometimes the people from Sales & Marketing come to the kitchen to talk about deals with guests and desserts that will be on an event so that it will be beneficial for both departments.

8. Pastry and Bakery Department and Engineering Department

The Pastry and Bakery department as well as most departments in the hotel will contact the Engineering department for issues with appliances and other technical things, such as the chiller, freezer, heater, mixer, etc.

9. Pastry and Bakery Department and HR Department

The HR department coordinates with every department because the people in the hotel are their responsibility, including the staff, the trainees, the daily workers, and many more. However, the HR department also often coordinates with Pastry and Bakery to prepare desserts and snacks for meetings and trainings that they hold.

3.2 Job Description

The writer started her internship program at Sheraton Jakarta Soekarno Hatta Airport on the 9th of July 2024 and will complete it on the 8th of January 2025. She was placed as a trainee in the pastry and bakery department which is generally divided into two sections which are pastry and bakery. The writer is placed in the pastry section, but along the 6 months of internship she got to experience a little bit of both sections. In each week the writer gets five days of work and two days off, but the day off might vary and is not always consistent as it is decided according to the events happening in the hotel and the man power needed each day. As for the shift, trainees have the morning shift (06.00 - 15.00) and afternoon shift (10.00 - 19.00). Sometimes the shift hours might also vary according to the event of the day, for example middle shift (07.00 - 16.00) but everyday always has the total of eight working hours with one hour break. For the first half of the internship, the writer was assigned for afternoon shift which focuses more on preparing desserts for events, banquets, coffee breaks, a la carte and preparing amenities. At the second half of the internship, the writer focuses more on breakfast as she was assigned for the morning shift. The overall responsibility is preparing breakfast items, refilling condiments, making pancakes, waffles, french toast, crepes, and other breakfast related items. During the morning shift, the writer often encounters the bakery staffs that came for the night shift the day before, while handling breakfast the writer also learns

about bakery items by seeing the staffs work and asking questions. The table below shows the job description of shifts in the pastry and bakery department for trainees.

Table 3.2 Job description

No.	Shift	Job Description
1.	Daily Basic	Use Proper Kitchen Uniform Including Safety Shoes and Hair Cover
		Personal Hygiene Is At Marriot Standard (Nail, Hair and Personal hygiene)
		Bring Along Chef Basic Equipment (Recipe Book, Pen, Paring Knife)
2.	Breakfast Shift	Breakfast Mise And Place Is Ready In One Trolley Including All The Condiment
		Breakfast Live Set Up Is Set According The Buffet Plan
		Breakfast Bakery And Pastry Items Is Set At The Buffet Accordingly
		Breakfast Refills Is Checked, And Enough For The Day Service (Check To Baker Chef)
		Keep The Live Station Area Clean And Tidy
		After The Breakfast Service, Clean All The Equipment
		Change And/Or Refill The Condiment
		Make All The Mise And Place For Tomorrow Breakfast Service
		Record All The Left-Over Breakfast And Report It To Direct Supervisor
3.	Middle Shift	Check All The Mise And Place For A La Carte Dessert For The Restaurant

		Check The Availability Number Per Menu A La Carte And Report To Direct Pastry Supervisor
		Help Direct Supervisor For The Day Banquet Functions
		Check For The Day Order Of Room Amenities And Room Special Request
		Keep The Working Table Area Clean And Tidy
		Keep The Store Room Area Clean
4.	Afternoon Shift	Check The Appliances Temperature And Record In The Form Available
		Check tomorrow's buffet function
		Check the task for general pastry production with direct supervisor
		Keep the chiller (walking chiller and table chiller) clean and make sure all the food is covered and have a food tag
		Have an afternoon's handling over with the morning and midle shift for A la Carte and buffet setup

3.3 Problem and Solution

During the six month internship in the Pastry and Bakery department at Sheraton Jakarta Soekarno Hatta Airport, the writer faced several problems that happened because of internal which is herself and also external problems. These are the problems that the writer faced during her internship and the solution for it.

a. Problem

In the first week of the internship, the writer faced a problem that most people will face when entering a new environment, which is fitting in and getting used to things. Although the writer has a background of studying in a kitchen setting, the kitchen in the hotel is different. Every

kitchen has its own way of keeping storage and tools and at first, it was difficult for the writer because it was different from what she was used to. In the University the storage area for the tools and equipments are in the same room, meanwhile in the hotel the pastry only has small racks and could not fit a lot of equipments so sometimes the writer needs to go to the main kitchen to find tools.

b. Solution

The solution to this problem is not to be afraid to ask questions to the staff and chefs, because it is actually more helpful to them if we ask questions rather than being confused for a long time and breaking the workflow. The same goes for making products, if we are unsure of a method or how to make something it is better to ask than risk making the products wrong or wasting ingredients.

