

CHAPTER III

INTERNSHIP IMPLEMENTATION

3.1 Placement and Coordination

The writer was placed in the Main Kitchen for six months during the internship process. The writer worked two different shifts, namely the night shift and the morning shift, but often worked the night shift. The Main Kitchen played a crucial role because almost all dishes and food were prepared there, except for those served at the Summer Palace restaurant, which had its own kitchen. Breakfast, lunch, dinner, à la carte or room service orders, and canteen food were all processed in the Main Kitchen, highlighting its importance. While in the Main Kitchen, the writer was trained to work efficiently and adapt to new tasks, such as rolling breakfast menus or handling additional responsibilities. This experience trained the writer to develop greater initiative in carrying out various duties.

The writer was consistently given instructions by the staff to work optimally in the kitchen. When the writer made a mistake, the staff politely gave corrective reprimands and instructions, which made the writer feel comfortable in the Main Kitchen throughout the six months. In addition to efficiency, the writer was trained to maintain the cleanliness of the kitchen. During every shift, the writer and the staff carried out general cleaning, particularly in the area used to prepare breakfast. This demonstrated that the standard of kitchen cleanliness was consistently maintained. In the Main Kitchen, the writer was also taught to adhere to standard grooming practices to prevent unwanted mistakes and accidents.

Working in the Main Kitchen of the Tentrem Hotel trained the writer's communication and coordination skills because the Main Kitchen was connected to many departments. With good communication and coordination between the departments and the Main Kitchen, smooth operations were achieved. The Main Kitchen coordinated with several divisions, including:

a) Main Kitchen with Pastry Bakery Department

The first coordination is with the Pastry and Bakery sections. Coordination here is very important because many dishes made in the Main Kitchen require the help of a pastry bakery, for example pizza dough, then soft rolls for sandwiches, a la carte burger orders, and several things such as offerings for large events, which requires dessert or chocolate decoration. Apart from that, raw materials are also often shared between the Main Kitchen and the pastry department, such as seasoning or sugar. On several occasions the pastry bakery also uses the Kitchen area to prepare dishes.

b) Main Kitchen with FB Service

The second coordination is between the Main Kitchen and FB Service, here it is very clear because the coordination carried out between the two is that if there is a room service order then the order will go to the Main Kitchen and will later be delivered by the FB Service section, usually also if there is a breakfast box order then Later the service will inform the Main Kitchen about the menu and what time the box will be picked up.

c) Main Kitchen with Steward

Further coordination between the Main Kitchen and the Steward is the closest coordination because the steward and the main kitchen area are in the same area and the Steward also has the task of preparing objects that will be used in Main Kitchen operations.

d) Main Kitchen with Receiving

The coordination carried out is that Receiving will act as an intermediary to receive supplies for the main kitchen, Receiving will also check the suitability of the supplies and store them in a safe area, later Receiving will record the collection of goods in direct coordination with the Main Kitchen.

e) Main Kitchen with Security

Security and the Main Kitchen also coordinate with each other, firstly, if an item arrives that is intended for the main kitchen, then the item will be at the loading docks and Security will call the Main Kitchen to pick it up, later Security will also ask for proof of receipt from the person taking the item. Secondly, Security

is responsible for being a witness for measuring leftover food so that there is no loss and there is witness evidence from the Security team.

f) Main Kitchen with Engineering

The engineering departments are quite helpful in maintaining the kitchen's equipment and occasionally in repairing any broken trolleys, cables, or electrical outlets.

3.2 Job Description

During the internship, the writer was placed in the Main Kitchen for 6 months, the writer was only positioned in the Butcher for one day and then for 6 months he was always in the Main Kitchen. The writer started the internship on July 12 and finished on January 9.

For six months, the writer worked more night shifts than other shifts, with only a few morning shifts and the rest at night. During these shifts, the writer completed various tasks assigned in both shifts. On the morning shift, the writer usually started at four in the morning and worked until around four in the afternoon. The writer's night shift typically began at 11 p.m. and ended at 9 a.m. However, these hours were not fixed, as the writer experienced overtime several times due to reasons such as high occupancy or additional tasks that needed to be completed. As a result, the writer sometimes worked more than nine hours a day. The writer had two days off per week, but there were instances when only one day off was granted due to specific circumstances. For holiday requests, the staff usually approved them as long as the requests were submitted before the schedule was finalized and accompanied by a valid reason. For sick leave at Tentrem Hotel, it was mandatory to provide an official doctor's letter rather than relying on an application; otherwise, it could affect the trainee's working hours and days off.

During the morning shift, the writer is usually in charge of one section, namely the Oval section, one of the major sections in the Kayumanis restaurant. The shift begins with the writer handling breakfast preparation, such as gathering utensils, food ingredients like vegetables, and other items needed for dishes in the Oval section. Next, the writer starts tasks such as mixing batter for fried foods,

preparing oil for frying, setting up the stove for mie godog (Javanese- style noodle soup), and other preparations, which are typically completed by 5:30 AM. By 6:00 AM, the restaurant opens for breakfast service.

During breakfast, the writer continued their duties, such as frying, replenishing condiments, preparing makanan nusantara (Indonesian dishes) by order, or cooking mie godog (soup-based noodles). When primary tasks were completed, the writer took on additional responsibilities, such as preparing spare ingredients for the next day or other tasks, as being idle was not allowed. After breakfast ended, the writer typically performed clearing tasks as the restaurant transitioned to lunch service. This included gathering and preparing ingredients for lunch. During lunch, if occupancy was high, the writer remained on standby at the front. However, if the guest count was low, the writer returned to the Main Kitchen to handle other duties, such as making fried rice paste, grinding chili for sambal, cleaning the seasoning area, preparing peanut sauce broth, and completing other tasks. General cleaning was also performed at the end of the shift, including cleaning the chiller or freezer. Occasionally, the writer was tasked with receiving goods or raw materials for the Main Kitchen, Commissary, and staff canteen. When handling receiving duties, the writer coordinated with the receiving team, recorded receipts, and placed items in their designated storage areas. Once the shift was completed, the writer was permitted to leave.

During the night shift, the writer typically alternated between two primary responsibilities. The first involved preparing for breakfast service, and the second focused on cooking Western dishes and other tasks as needed. For breakfast preparation, the writer ensured that everything required for the next morning's breakfast was ready and well-organized. This included preparing peanut sauce, soto broth, and porridge, as well as cooking rice to ensure it was fresh and ready for service. A key responsibility during this shift was preparing gudeg, a traditional Javanese dish made from young jackfruit. The gudeg was usually steamed overnight to ensure it was tender and flavorful by morning, making it easier to serve during breakfast hours.

In addition to these tasks, the writer was also responsible for setting up the Executive Lounge (EL), which served breakfast exclusively to guests staying in Executive Class rooms or higher. The writer ensured that the EL was properly stocked with all necessary items and that everything was ready for a smooth breakfast service. Once the setup was complete, the writer often assisted other sections that were overwhelmed, providing backup support as needed. This included refilling dishes that ran out during service or cooking additional items to ensure the food supply remained consistent and guests were never left waiting.

For the second responsibility, which focused on Western dishes, the writer prepared several menu items typically served during breakfast. This included grilling tomatoes, cooking bacon, preparing potato wedges, and handling other Western-style dishes. The writer was also tasked with fulfilling à la carte or breakfast box orders when requested. These orders were often for guests with early schedules or special dietary needs, requiring careful attention to detail and time management.

Regardless of the specific assignment during the night shift, the writer's duties extend into the early morning hours to ensure food is continuously available and replenished as needed. This requires vigilance and coordination to maintain the quality and presentation of the dishes served to guests.

At the end of the shift, the writer performed general cleaning tasks as part of their routine. This included cleaning equipment, organizing the workspace, and ensuring the kitchen was ready for the next shift. General cleaning was essential for maintaining hygiene standards and preparing the area for the upcoming day's operations. This consistent approach to cleanliness and readiness highlighted the writer's dedication to upholding the high standards of the kitchen and the hotel.

3.3 Problem and Solutions

As an intern in the Main Kitchen of Hotel Tentrem Jogjakarta, there are several challenges that the writer arise during daily operations. These issues can disrupt workflow, affect service quality, and require prompt solutions to ensure smooth operations and guest satisfaction. Below are some common problems and their possible solutions:

1 Language Barrier

Many staff members primarily use Javanese for communication, which can be challenging for interns who do not understand the language.

Solution: Interns can take the initiative to learn basic Javanese phrases related to kitchen tasks. Additionally, they should politely ask colleagues to use Indonesian or English when necessary for clarity. Establishing open communication with senior staff can also help bridge the language gap.

2. Damaged Kitchen Equipment

Broken or malfunctioning tools, such as ovens or mixers, can hinder food preparation processes.

Solution: Report damaged equipment to the maintenance department immediately and inform the kitchen supervisor. In the meantime, find alternative tools or methods to complete tasks. Proactively checking equipment at the beginning of a shift can also prevent delays.

3. Unavailable Ingredients

Certain ingredients may be out of stock, affecting the ability to prepare menu items. Solution: Notify the purchasing or inventory team as soon as shortages are noticed. Collaborate with the chef to find substitutions for unavailable ingredients that maintain the dish's quality.

4. Order Mistakes

Miscommunication or oversight can lead to incorrect orders being prepared. Solution: Double-check orders with the service staff or directly with the guest when feasible. Use a checklist to ensure accuracy before starting the preparation. Clear labeling and consistent communication can minimize these

5. Sudden Orders with Long Preparation Time

Some guests may request complex dishes that require extended cooking time but expect them to be served quickly.

Solution: Politely inform the guest or service staff about the realistic time required to prepare the dish. In the meantime, prioritize tasks and use additional staff support if available to speed up the process without compromising quality.

6. Difficulty Coordinating with Other Departments

Interns may find it hard to reach specific departments due to a lack of knowledge about their extension numbers or communication channels.

Solution: Maintain a list of important department extensions and contacts. If this is unavailable, request it from the supervisor or front office. Interns should also familiarize themselves with inter-departmental procedures early in their training.

7. Unpresentable Food (e.g., Burnt Dishes)

Mistakes during preparation can result in food that is not suitable for serving.

Solution: Immediately discard unpresentable dishes and prepare a new batch, if time permits. Always monitor cooking processes carefully to prevent such mistakes. Regular practice and seeking guidance from experienced chefs can help improve precision and consistency.

