

CHAPTER III

INTERNSHIP IMPLEMENTATION

3.1 Placement and Coordination

In Langham Jakarta for the first three months the writer was placed at one of the outlet at the hotel called Alice, and the writer was placed in the garde manger section. As time went by, the writer began to be taught to handle the hot kitchen section and also the writer gets to be the breakfast team to handle breakfast for the guest.

1. Food Production Department with Pastry and Bakery Department

The relationship with the pastry and bakery are very crucial because each day the food production department order the item from the pastry and bakery. The pastry department help making the sweet item for the afternoon tea that they have, and the pastry department freshly made all of the item each day. The bakery department help by making the croissant each day for breakfast and making the bread for lunch and dinner, such as ciabatta bread, tartine the campagne and focaccia bread with tomato cherry.

2. Food Production Department with Front Office Department

Front office departments coordinate when there is a guest that wants in room dining, they will help with the confirmation with the chef in charge or the person in charge in the outlet.

3. Food Production Department with Purchasing Department

The Purchasing Department is responsible for procuring and purchasing goods for the restaurant or hotel. They directly communicate with suppliers and are tasked with finding items that the restaurant needs but are not listed in the system. Since Cost Control is a part of the Purchasing Department, its role involves managing and overseeing all expenses within the restaurant or hotel. They ensure that costs are kept under control and regularly monitor spending

by providing reports on profits and losses.

4. Food Production Department with Receiving Department

The Receiving Department plays a critical role in the supply chain by handling the delivery of goods from suppliers. Their primary responsibility is to receive and inspect all incoming supplies to ensure that they align with the purchase order. This involves verifying both the quality and quantity of the items to confirm that they meet the specifications outlined in the order. The department must ensure that the correct products have been delivered in the right amounts, and that they are in good condition, free from damage. Any discrepancies or issues are flagged for further action, ensuring that the restaurant or hotel only receives the goods they need and have paid for.

5. Food Production Department with Receiving Department

Any items removed from the restaurant or hotel must be accompanied by a pass signed by the security department. This process ensures that there is a record of what is taken in and out of the premises. Security also plays a vital role in maintaining safety within the establishment, and in the event of a fire, it must be reported to security immediately. Additionally, security is responsible for holding the keys to all doors in the facility, and anyone who borrows a key must log their details. At the staff entrance, a bag and body check are conducted to ensure that no hotel property is being taken out without authorization.

6. Food Production Department with Sales and Marketing Department

The sales and marketing department helps with the promoting new menu items and events hosted at the restaurant. Additionally, they contribute to creating promotional materials by helping with menu photography for new promotional posters.

3.2 Assignment and Review

The writer did the internship program at The Langham Jakarta in Food Production Department. The internship program starts from 12 August 2024 until 11 February

2025. The writer was placed in the outlet called Alice. The writer has a work schedule of five days a week, with two days off, allowing for a balanced work-life routine. Each workday spans 9 to 12 hours, which includes a 1-hour break for rest and meals. This structure ensures that employees have sufficient time for relaxation during their shifts while maintaining an efficient and productive work environment throughout the week.

Table 3.1 Period of Internship

Outlet	Period	Work shift
Alice	12 August 2024 – 10 November 2024	06:30 – 15:30 09:00 – 18:00 12:00 – 21:00
Banquet	11 November – 11 February 2025	08:00 – 17:00

Table 3.2 Job Description

Section	Job Description
Garde Manger & Hot Section	<p>Morning shift preparation</p> <ul style="list-style-type: none"> a) Turn on stove, combi oven, and heating up stock b) Prepare the cooking ware, spoon, knife, cutting board, and pick up order from pastry&bakery. <p>Middle shift preparation</p> <ul style="list-style-type: none"> a) Prepare the condiments and the item for the afternoon tea. <p>Afternoon shift</p> <ul style="list-style-type: none"> a) Closing procedure and return the breads
Banquet	<p>Preparation</p> <ul style="list-style-type: none"> a) Prepare for coffee break. b) Refill chips and nuts for coffee break. c) Prepare the condiments for set menu. d) Prepare the condiments for buffet. e) Pick up items from commissary, receiving and butcher.

3.3 Problem and Solutions

While working at Alice Langham Jakarta, there are several problems that the writer encountered, the problems are such as :

a) Unclear order from the service department.

In Alice, the waiter often write note from the guest but the note sometimes are unclear and makes the kitchen department confused with the order.

In this case the kitchen department usually asked the person in charge or the captain if the order is mistaken and ask to make it more clear the next time they order.

b) The writer's hand got cut when chopping

In this case, the writer was chopping condiments and then gets cut on the middle finger.

So to solve this problem the writer went to in house clinic in the hotel to stop the bleeding and cover the wound