

CHAPTER III

TRAINEE PERFORMANCE

3.1 Placement and Coordination

La Patisserie has strong interdepartmental relationships to ensure efficient operations, high-quality production, and excellent service delivery. These collaborations are crucial for maintaining smooth workflow and achieving customer satisfaction. Below is an explanation of how La Patisserie interacts with other key departments.

1. Pastry and Bakery Department and Food Production Department

The Pastry and Bakery department works closely with the Food Production Department to ensure smooth culinary operations. They coordinate on menu planning, ingredient sharing, and production schedules to align desserts and breads with main courses. For events and à la carte service, they ensure timely preparation and seamless service. Both departments also collaborate on staff training and quality control, ensuring consistency in presentation and elevating the overall dining experience.

2. Pastry and Bakery Department and Housekeeping Department

The housekeeping team supports by maintaining cleanliness in dining areas, assisting with event setups, and preparing rooms for guests who receive special amenities such as birthday cakes or anniversary gifts. This ensures a polished presentation that enhances the guest experience. They maintain hygiene standards in production areas by regularly cleaning floors, surfaces, and equipment, as well as removing trash and used linens. Housekeeping also ensures the availability of clean uniforms, aprons, and kitchen towels daily, helping staff maintain a professional appearance.

3. Pastry and Bakery Department and Front Office Department

The front office provides valuable information about guest arrivals, VIP requests, and special occasions. This allows pastry and bakery team to prepare

customized amenities, such as goodnight treats or personalized desserts, ensuring a personalized and memorable guest experience.

4. Pastry and Bakery Department and Purchasing and Receiving Department

Purchasing collaborates with pastry and bakery team to procure high-quality ingredients such as chocolates, dairy, and exotic fruits. The receiving team ensures these supplies meet quality standards upon arrival, helping to maintain consistency in its offerings. The Purchasing Team secures quality ingredients like chocolate, dairy, and produce, ensuring they meet standards and stay within budget. They negotiate with suppliers to control costs and maintain profitability. The Receiving Team checks deliveries for quality, quantity, and freshness, rejecting subpar items. Together, they track inventory, monitor expenses, and provide reports to support cost control and smooth operations.

5. Pastry and Bakery Department and Security Department

Security helps safeguard valuable ingredients and equipment, such as high-end chocolates or alcohol used in desserts. They also assist in the secure handling of deliveries and inventory, ensuring that all items are protected during storage and use.

6. Pastry and Bakery Department and Marketing and Communications Department

La Patisserie works with marketing to promote new products, seasonal offerings, and special events. This collaboration helps highlight innovative creations and attract customers through visually appealing campaigns and strategic promotions.

7. Pastry and Bakery Department and Engineering Department

Engineering ensures that essential equipment such as ovens, mixers, and chocolate tempering machines are in optimal working condition. Regular maintenance and prompt repairs minimize disruptions and keep production running smoothly.

8. Pastry and Bakery Department and IT Department

IT supports La Patisserie by maintaining the point-of-sale (POS) system, inventory software, and communication tools. This ensures accurate order processing, inventory management, and efficient communication between departments.

9. Pastry and Bakery Department and People and Culture Department

People and Culture oversees the placement and performance of trainees within La Patisserie. They ensure that trainees receive appropriate training in areas like pastry-making, chocolate work, and customer service, fostering their growth and development in the field.

3.2 Job Description

The writer did the Internship Program at Four Seasons Jakarta in the food production division. The writer starts her internship from August 2024 and will complete her internship on January 2025. The writer was placed in a cake shop which is known as La Patisserie with duration of six months training. La Patisserie is located right next the lobby. Each week, the writer has five days of work and two days off with a total of nine working hours including one hour break. There are three shifts for trainee which are morning shift (06:00 – 15:00) and afternoon shift (13:00 – 22:00). Trainee are allowed to get Public Holiday (PH) credit if they went to work during public holiday and the credit can be used at any time the trainee wishes.

Trainee are also allowed to request off schedule if they have an event/importance for that day.

Request for schedule is only allowed before the schedule is made. There are 6 sections in La Patisserie which are Bakery, Hygiene, Banquet, Alto, La Patisserie, Chocolate Room. The writer will be in charge for one months in each section. For the first months, the writer was in charge in Bakery section and will continue to La Patisserie, Hygiene, Banquet and lastly Chocolate Room section.

Table 3.1 Period of Internship

Section	Period	Work Shift
Bakery	1 st August 2024 – 1 st September 2024	06.00 – 15.00
La Patisserie	2 nd September 2024 – 1 st November 2024	07.00 – 16.00
Hygiene	2 nd November 2024 – 1 st December 2024	06.00 – 15.00
Banquet	2 nd December 2024 – 1 st January 2025	10.00 – 19.00 13.00 – 22.00
Chocolate Room	2 nd January 2025 – 31 st January 2025	07.00 – 16.00

Each section has different job description, the following are the job description that the writer has done during her internship program.

Table 3.2 Job Description of Each Section

Section	Job Description
Bakery	<p>Morning Preparation</p> <ol style="list-style-type: none"> 1. Come at 05.30 AM to MEP pancake, waffle, and French toast MEP set up on Palm Court. 2. Set up the dessert station and turn on the pancake and waffle machine. 3. Tidy up the section and prepare the insert, spoons, plates. 4. The ala carte breakfast start at 06.30 AM – 10.30 AM. Make sure all the surface all clean and work fast. 5. Checking the label. 6. At closing, put the product back to a trolley and the MEP breakfast and go back to the pastry kitchen. <p>Small Preparation</p> <ol style="list-style-type: none"> 1. Scan a few product of the left over by photo machine. 2. Take a picture of the left over breakfast product and send it to the canteen. 3. Make a report to the group by send the picture of the left over. <p>Big Preparation</p> <ol style="list-style-type: none"> 1. Made pancake and waffle dough. 2. Made banana cake dough. 3. Made madeleine dough. 4. Made tiramisu. 5. Etc.

<p>La Patisserie (Opening)</p>	<p>Morning Preparation</p> <ol style="list-style-type: none"> 1. Made meringue for the rice pudding tart and pipping. 2. Set up at 07.30 AM and bring three whole cakes, three mono portion, and three bakery products, and financier. 3. Check the ala carte MEP on Garde Manger Palm Court and change the label. 4. Prepare afternoon tea set and at 11.00 AM send the ala carte MEP and the afternoon tea sets to the GDM Palm Court. <p>Small Preparation</p> <ol style="list-style-type: none"> 1. Checking the label that is expired. 2. Refill the ala carte MEP. 3. Cut fruits. 4. Making santan sauce. 5. Making gula jawa sauce. 6. Cleaning and sanitizing working table surface. <p>Big Preparation</p> <ol style="list-style-type: none"> 1. Make 360 cake. 2. Make tiramisu cake. 3. Make Eleanor cake (mango mimosa). 4. Make Chloe cake (muscat and oolong tea cake) 5. Make Plasir Du Café cake. 6. Make Enrica cake (mimosa cream) 7. Make Dolcetto tiramisu cake.
<p>Hygiene</p>	<p>Small Preparation</p> <ol style="list-style-type: none"> 1. Take orders paper on the chef office. 2. Fill the HACCP form. 3. Clean the mixer, microwave, rack, insert that maybe dirty. 4. Check the label. 5. Polish the plates for amenities. <p>Big preparation</p> <ol style="list-style-type: none"> 1. Check the product that is arrive and mark it on the orders paper. 2. Receiving some kitchen supplies and product ingredients from commissary and purchasing. 3. Follow up the product that have not arrive to Chef Lorenzo and Purchasing and Receiving team. 4. Change the label that is expired on the next day. 5. Cleaning the working table surface. 6. Wash the trolley and Cambro. <p>Prepare amenities for the next day.</p>

Banquet (Closing)	<p>Afternoon Preparation</p> <ol style="list-style-type: none"> 1. Check the Banquet Event Order (BEO). 2. Start to production. <p>Small Preparation</p> <ol style="list-style-type: none"> 1. Polishing cup for panna cotta. 2. Check the ingredients is available. <p>Closing Preparation</p> <ol style="list-style-type: none"> 1. Cleaning and sanitizing the working surface. 2. Fill the HACCP form and make sure right. 3. Empty the blast freezer. 4. Steam the tools with stewarding steam machine. <p>Make sure all the products is labeled.</p>
Chocolate Room	<p>Morning Preparation</p> <ol style="list-style-type: none"> 1. Tempering the chocolate. 2. Check the chocolate machine is working. <p>Small Preparation</p> <ol style="list-style-type: none"> 1. Start making belt for whole cake. 2. Making garnish for afternoon tea. <p>Closing Preparation</p> <ol style="list-style-type: none"> 1. Spray bonbon Nautilus and La Patisserie. 2. Spray belt for whole cake. 3. Make ganache for bonbon. 4. Shell the bonbon. <p>Cleaning.</p>

3.3 Problem and Solution

While working at La Patisserie, there are several problems that the writer has encounters, the following are the problems and solution the writer did during her internship as a trainee at La Patisserie, Four Seasons Jakarta.

1. Consistency in Product Quality

Ensuring every pastry and baked product meets the Four Seasons' high standards of flavor, texture, and presentation can be challenging, especially when producing items in large volumes. Additionally, limited availability of certain ingredients due to high food costs can lead to substitutions, which may alter the texture and flavor of the final product. The solution is we plan ahead by monitoring inventory and communicating with suppliers to secure the best available ingredients within budget constraints. Prioritize essential ingredients for high-demand products.

2. Equipment and Workspace Limitations

The pastry kitchen often faces challenges with very limited working space, which becomes more difficult when many team members are present, making it hard to find room to work efficiently. Additionally, frequent equipment breakdowns, such as mixers and freezers, can significantly slow down production and create delays. The solution is Maintain a clean and organized kitchen by implementing a strict "clean as you go" policy. Optimize storage to make the best use of limited space, and coordinate team movement during peak hours to avoid congestion.

3. Time Management in a High-Pressure Environment

The pastry and bakery team must prepare high-quality products for various outlets, including breakfast, afternoon tea, amenities, and special events. The demand for perfection and strict time constraints can create significant pressure. The solution is establishing an organized workspace to reduce wasted time. Prepare mise en place at the start of the shift and keep tools/ingredients close at hand. Our chef always asks us the to do list every day and make sure the mise en place are arrange correctly.

