

CHAPTER III

INTERNSHIP IMPLEMENTATION

3.1 Position and Coordination

The writer got the opportunity to get an internship in a luxury hotel brand, which was The Ritz-Carlton Hong Kong. In this opportunity, he obtained the internship position in the In-Room Dining Kitchen in the culinary department. There were 7 trainees in total in the IRD Kitchen team. There were 3 kinds of shifts in different stations for trainees: first, there was a morning shift that started at 7 AM, and there was also a 3 PM shift in the hot kitchen. At the beginning of the internship, the writer started the shift at 7 AM for a week and then got the opportunity to move to the hot kitchen to learn further for 5 months. In the last month, the writer was moved back to the breakfast shift. Below is the coordination between other departments:

a. In-Room Dining Kitchen coordination with pastry and bakery

The breakfast buffet is heavily dependent on freshly baked bread and desserts from this department, which are essential for a pleasant dining experience. This team additionally produces all of the à la carte dessert options, ensuring that guests receive high-quality sweets. Effective communication about schedules for production is crucial for ensuring that these foods are available when needed, particularly during busy morning hours or special events. Regular tastings help to maintain high standards of look and taste.

b. In-Room Dining Kitchen coordination with Steward

The stewarding department is responsible for organizing and cleaning the kitchen. Close teamwork ensures that there is always a sufficient amount of clean dishware and cutlery. A well-planned cleaning schedule that aligns with peak service periods promotes hygiene without slowing down workflow.

c. In-Room Dining Kitchen coordination with Purchasing and receiving

Effective inventory management requires close interaction with the purchasing and receiving departments. Input on predicted demand based on events or occupancy rates allows purchasing to order the appropriate number of ingredients. Establishing specific quality standards guarantees that only the best items are acquired, which has a direct impact on food quality. An inventory management system tracks stock levels in real time, eliminating the risk of shortages or overstocking.

d. In-Room Dining Kitchen coordination with F&B Service

F&B Service Department rely on clear communication to ensure that orders are taken accurately, prepared quickly, and delivered on time. It is critical that the service team relay any guest feedback about the food back to the kitchen, as this feedback loop allows for continuous improvement of offerings. Regular training sessions allow both teams to stay up to date on menu items and special promotions, resulting in a more cohesive service.

e. In-Room Dining Kitchen coordination with Engineering

The engineering department is also crucial for ensuring operational efficiency. Quickly reporting any problems with kitchen equipment is critical to reducing interruptions in operation. Regular safety inspections help to ensure meeting health regulations and a safe working environment.

3.2 Assignment and Review

The writer started the internship on August 11, 2024, and finished on February 10, 2025. During the internship, the writer was assigned to the In-Room Dining Kitchen in the culinary department. There were two kinds of shifts for trainees: a morning shift that started at 7 AM to handle breakfast, and a 3 PM shift that handled afternoon and dinner in the hot kitchen.

TABLE 3.1 Internship Period

Section	Period	Work shift
In-Room Dining Kitchen	12 August 2024 – 10 February 2025	Morning shift: 7 AM – 4 PM Afternoon shift: 3 PM – 12 AM

The tasks for each shift were different. The tasks the writer finished during the internship are listed below.

Table 3.2 Shift Schedule and Job Description

Shift	Job Description
Morning Shift	Prepare all the live stations, fruits and backups.
	The writer has to do live station such as Noodle station and Egg station. Also, the writer has to be in charge to refill the buffet section both hot and cold section. And then closing all the buffet and live stations.
	Take butchery items for ala carte and also bread for lunch. And then take care of the stock in dry store and freezer.
	Prepare and do live station for salad bar in lunch time starts from 12 PM until 2 PM and then closing.
	Prepare all the ingredients for tomorrow breakfast, such as fruits, bacon, condiments for egg and noodle station.
	Take muesli and waffle mixture from pastry along with the pastry order.
Afternoon Shift	Prepare the hot kitchen garnish condiments such as fried shallots, chives, spring onion, mince ginger and sauces.
	Refill all the ingredients and sauces on the chiller for dinner. Also the plates that are going to be used for dinner time
	Cook sauces that are going to be used for tomorrow, for example like tomato sauce, bolognese and many more
	Dinner service time the writer has to prepare the ingredients based on the order tickets for the chef to cook and also assist all the chef by cooking also.
	Closing time refill all the ingredients for the overnight shift, and also prepare the rice for tomorrow breakfast.

The writer also had to clean the fridge on some days. Cleaning the racks and rearranging them, taking products out of the chiller, replacing labels for ingredients that were outdated but still usable, and throwing away any extraneous or expired items were all part of this process.

3.3 Challenges Faces

During my internship at The Ritz-Carlton Hong Kong, I faced a number of challenges that helped me grow and develop as an intern. These challenges were huge but manageable, and I learned important lessons along the way. During the internship program, I experienced three specific challenges, those are:

- a. **Communication Barrier.** During the writer internship at The Ritz-Carlton Hong Kong, the writer also encountered challenges related to language barriers within the In-Room Dining Kitchen. The kitchen team was composed of individuals from diverse backgrounds, including Italian, Spanish, local Hong Kong people, and Indonesian staff. This multicultural environment, while enriching, sometimes made communication difficult. Additionally, many guests primarily spoke Chinese and had limited proficiency in English, complicating interactions further. These language barriers occasionally led to misunderstandings in food preparation and guest requests, which could impact service quality and guest satisfaction.
- b. **Difference In Work Culture.** The writer faced significant challenges due to the city's fast-paced work culture. Hong Kong is known for its competitive environment, which includes high expectations and long working hours. This relentless pace can cause increased stress, making it difficult for people to maintain a healthy work-life balance. As an intern in the In-Room Dining Kitchen, the writer felt the pressure to perform at a consistently high level, which sometimes resulted in feelings of overwhelm and burnout.

3.4 Problem Solving

The writer had to find solutions to all challenges during the internship program to ensure a smooth internship journey. To achieve this, the writer applied the following solutions while working:

- a. To address these communication challenges, I recognized the value of learning Cantonese and basic Chinese phrases. By learning these languages, I was able to have more productive interactions with both my colleagues and guests. This proactive approach not only improved my ability to understand orders and preferences, but it also created a more welcoming environment in the kitchen. Engaging with my coworkers in their native languages helped to foster rapport and teamwork, while effectively communicating with guests ensured they felt valued and understood during their visit. Finally, overcoming language barriers through language learning was critical to providing excellent service and improving the overall guest experience.
- b. Last but not least, the writer used a variety of ways to deal with stress and adapt to this tough work environment. First, the writer concentrated on efficient time management by prioritizing work and developing a disciplined schedule. This method enables the writer to fulfill deadlines without giving up quality as well as set enough time for both work and personal relaxation. During day off, the writer also made an effort to explore and travel throughout the city. Exploring other neighborhoods, trying local cuisine, and enjoying Hong Kong's rich culture gave an enjoyable break from the pressures of working. It not only helped the writer relaxed, but it also gave the writer a better understanding of the city and its many different offerings. By combining effective time management with leisure activities, the writer discovered that the writer could return to work with new energy and focus. This balance improved the writer overall well-being and performance throughout the writer internship, allowing the writer to thrive in The Ritz-Carlton's fast-paced environment.