

CHAPTER I

INTRODUCTION

1.1. Background

Tourism involves people traveling outside their usual environment for leisure, business, or other purposes and plays an important role in economic growth, cultural exchange, and destination development. As tourism continues to evolve alongside changing traveler expectations and global mobility patterns, the hotel industry faces increasing pressure to enhance service quality, operational efficiency, and guest experience. Hotels remain a key component of tourism by providing accommodation, food and beverage services, and experience-based offerings that influence how guests perceive both the property and the destination (Choirisa & Armielia, 2018).

A hotel can be defined as a commercial establishment that offers temporary accommodation supported by a range of services, particularly food and beverage operations. Among the various hotel departments, the kitchen plays a crucial role in daily operations. It is responsible for food preparation, hygiene standards, menu planning, and maintaining consistent quality.

In recent years, the scope of hotel kitchens has expanded beyond basic food production. With growing demand for authentic, localized, and memorable dining experiences, food and beverage services have become one of the main factors influencing guest satisfaction and hotel reputation. Within the experience economy, dining experiences significantly shape guests' emotional connections with a brand (Pine & Gilmore, 2011).

The role of hotel kitchens continues to develop as the industry adapts to future demands. Digital transformation has become a key driver of change, with smart kitchen equipment, digital inventory systems, and data-supported menu planning improving efficiency and consistency. Technological innovation enhances operational performance and guest satisfaction (Ivanov & Webster, 2021), while automation and smart kitchen technologies support waste reduction

and quality control (Kuo et al., 2022). These advancements are reshaping how professional kitchens operate and respond to changing guest preferences.

Sustainability has also become a major focus in modern hotel kitchen operations. Guests increasingly expect hotels to demonstrate environmental responsibility through ethical sourcing, reduced food waste, and healthier menu options. As a result, kitchens play an important role in achieving sustainability goals through practices such as farm-to-table sourcing and responsible waste management. Sustainable gastronomy supports environmental protection as well as the long-term cultural sustainability of tourism destinations (Gössling et al., 2016).

During the internship at Mövenpick Resort Jimbaran, these principles were reflected through the use of local ingredients and composting initiatives. In addition, changing travel behavior, including longer stays and more flexible travel arrangements, has influenced culinary expectations. Guests increasingly seek personalized dining options that accommodate dietary needs and lifestyle preferences. Personalization in hotel food services enhances guest loyalty and provides competitive advantage (Lin & Mao, 2020). In destinations such as Indonesia, hotel kitchens are also evolving into revenue-generating units through themed dining, special events, and collaborations with local producers, supporting the growth of culinary tourism (Baker, 2022).

Despite advances in technology and sustainability practices, human resources remain central to effective kitchen operations. Skilled culinary professionals with strong technical abilities, creativity, hygiene awareness, and teamwork skills are essential in today's hospitality environment. Workforce development is critical for preparing hospitality employees to meet future industry demands (Baum, 2020). Through hands-on experience at Mövenpick Resort Jimbaran, working alongside professional chefs provided valuable insight into the importance of collaboration, adaptability, and practical skills in a modern hotel kitchen.

In conclusion, hotel kitchens are no longer merely support departments operating behind the scenes. They have become key contributors to guest

experience, sustainability initiatives, and hotel identity. The internship experience at Mövenpick Resort Jimbaran provided practical understanding of how contemporary kitchen operations align with broader tourism and hospitality trends, highlighting the growing strategic importance of the culinary department within the hotel industry.

1.2. Purpose

The primary purpose of undergoing the hotel internship at Mövenpick Resort Jimbaran was to provide the writer with meaningful exposure to the real-world operations of the hospitality industry, with a particular focus on the kitchen department. This experience enabled the writer to bridge the gap between academic knowledge and professional culinary practice.

Through hands-on involvement in daily kitchen operations, including food preparation, hygiene compliance, inventory control, and service coordination. The writer gained a deeper understanding of the standards, pace, and precision required in a five-star culinary environment. The internship was instrumental in developing essential professional skills such as time management, adaptability, communication, and attention to detail, qualities that are vital for success in the hospitality industry.

In addition to technical learning, the writer benefited from direct interaction with experienced chefs and kitchen staff, gaining valuable insights, mentorship, and exposure to industry best practices. These connections not only enriched the writer's professional perspective but also contributed to a clearer vision of potential career paths. Furthermore, the internship provided a strong foundation for academic reflection and future project work by allowing the writer to apply theoretical frameworks in a practical setting.

Overall, the internship played a crucial role in shaping the writer's professional identity and enhancing both career readiness and academic development within the field of hospitality.

1.3. Period and Procedures

The Internship Program is mandatory for all Hotel Operations students once they reach fifth semester and one of the requirements for graduations. The Internship Program occurs for 6 months, starting from July 2025 – January 2026 with a minimum of 800 working hours or 100 working days. the writer should be an active student, have minimum 75 SKS done and have a minimum of 2.75 GPA. If all the requirements are met, the writer needs to attend an Internship briefing that is provided by the campus. The purpose of this briefing is so that the writer can understand the procedures needed before and after the Internship Program. After the briefing, the writer can proceed to look for hotels for the Internship Program. With knowledge on how to make a CV, how to do well in an interview and other courses related to the Internship Program, the writer was able to do well in preparing her Internship Program. Below is the process of taking the Internship Program:

1. Writer must make KM 1 which has information about where the writer wants to have Internship at and the department. KM 1 needs to be submitted to Hotel Operations admin for KM 2 to be made and signed by the Head of Hotel Operations Program which can take 1-2 working days.
2. After receiving KM 2, the writer sends it to the hotel of choice along with Cover Letter, CV, GPA, and Supported Certificates by email.
3. The writer sent the application to the hotel on May 13th 2025 and received feedback from the hotel on May 14th 2023 to prepare the application form and be ready for an interview the Next Day.
4. May 7th an interview with the chef in charge happened, and the writer was told to wait for the results
5. The writer receives an acceptance letter from the hotel on the 8th May 2025. As part of the acceptance letter, these are the required documents the writer should prepare:
 - a) School Reference Letter (Surat Pengantar)
 - b) Doctor Certificate (Surat Keterangan Sehat)
 - c) Photo pass size 4x6 – 1 pcs

- d) Copy of Family Card
- e) Copy of KTP (2 pcs)
- f) Copy of BPJS Kesehatan Card
- g) Vaccine certificate
- h) Copy of BCA Account

