

## CHAPTER III

### TRAINEE PERFORMANCE

#### 3.1. Placement and Coordination

During the internship at Mövenpick Resort Jimbaran Bali, the writer was assigned to the Food and Beverage Production Department, specifically in the kitchen of Anarasa Restaurant. The internship ran from July 2025 to January 2026, with a schedule of five working days and two days off each week. Work shifts were divided into morning hours from 05:00 to 14:00 and afternoon hours from 08:00 to 17:00, both including a one-hour break. Throughout the internship, the writer was placed in the cold kitchen ala carte and breakfast sections, gaining practical experience and enhancing culinary skills in a professional environment. The seniors assigned to each shift may differ, but based on the writer's observations, all of them are exceptionally friendly and always ready to help. Whenever difficulties or mistakes occur, the seniors immediately provide guidance to minimize errors. They also share various techniques and tips on how to handle orders efficiently and work quickly, accurately, and neatly. This cooperation can be clearly seen in the daily work activities, such as:

a) Kitchen Department and Accounting

The accounting team greatly supports the kitchen in calculating food and beverage sales. This allows the kitchen department to understand the total revenue and any losses incurred.

b) Kitchen Department and Engineering

When issues such as electrical short circuits or an empty gas supply occur in the kitchen, the engineering team responds immediately to resolve them.

c) Kitchen Department and Security

The security team is responsible for ensuring the safety of staff and guests so that everyone feels secure and comfortable.

d) Kitchen Department and Front Office

Through the guest list sent by the Front Office, the kitchen department can identify the names and room numbers of guests staying at the hotel. This helps them estimate the number of guests and prepare accordingly.

e) Kitchen Department and F&B Service

The F&B Service team assists by delivering the food orders prepared by the kitchen to the guests.

With this collaborative teamwork, all tasks become easier to accomplish and help create a safe, efficient, and supportive working environment.

### **3.2. Job Description**

The writer's job desc throughout the day to day work would be:

1. Pre-operational or before operations begin:
  - a. Ensuring the work area is clean, including work tables, refrigerators, and other equipment.
  - b. Make sure all tools and supplies are stocked and ready to use.
2. During operational hours:
  - a. Assist in preparing products according to customer orders.
  - b. Ensuring that each order is prepared accurately according to the request.
  - c. Maintain communication with staff to avoid miscommunication.
3. After operational hours or when the restaurant is closing:
  - a. Organize and tidy up the equipment used during operations.
  - b. Check the temperature of the refrigerators.
  - c. Clean the kitchen area.

The cold kitchen offered training in preparing salads, appetizers, dressings, and cold cuts. The writer helped with vegetable cutting, fruit portioning, and assembling cold dishes for buffet and room service. Additional responsibilities included maintaining the cold food station during service, ensuring freshness, cleanliness, and appropriate temperature, along with labeling ingredients and

applying the FIFO system. The writer also contributed to breakfast preparation. Tasks involved were preparing yoghurts to be displayed and setting up the salad and cereal bar. Buffet monitoring and coordination with service staff were key to maintaining efficient guest service. Beyond station-specific tasks, general responsibilities included collecting ingredients from storage, picking up bread from the bakery, checking inventory, and supporting kitchen operations during events or themed buffets. Adhering to safety protocols and maintaining professional kitchen conduct were emphasized throughout the training. This rotation across various sections enabled the writer to develop a strong culinary foundation, adapt under pressure, and understand the standards of a five-star kitchen. With guidance from experienced chefs, the internship significantly contributed to the writer's growth both personally and professionally in the hospitality sector.

### **3.3. Problem and Solution**

During the on-the-job training, several challenges were encountered. One of the main issues was the lack of communication with seniors, which often led to misunderstandings. To overcome this, trainees can take the initiative to ask questions, confirm instructions, and practice active listening to ensure clarity. Another challenge was the difference between the theories learned on campus and the actual practices used in the industry. This can be addressed by observing real workplace procedures, taking notes, and seeking explanations from seniors to understand why certain methods differ. Additionally, the varying working styles of each senior sometimes caused miscommunication. To solve this, trainees need to adapt to each senior's preferences, ask for clarification when instructions differ, and maintain a personal workflow checklist to remain consistent. Through these solutions, the challenges faced during training can be minimized, allowing for a smoother and more effective learning experience.