

## **CHAPTER III**

### **TRAINEE PERFORMANCE**

#### **3.1 Placement and Coordination**

The supervisor's assigned to each outlet at AYANA Bali may differ, but based on the writer's experience at SAMI SAMI Restaurant and the Banquet kitchen, they are all approachable, supportive, and willing to help at any time. Whenever problems or mistakes occur during daily operations, the seniors immediately provide guidance and clear explanations so the same errors can be avoided in the future. They also share useful tips and practical working methods that help staff work more efficiently while maintaining accuracy, speed, and cleanliness.

Good coordination between departments can be clearly seen in the daily activities at SAMI SAMI, especially through collaboration between the kitchen department and other supporting departments, such as:

##### **a. Kitchen Department and Accounting**

The Accounting team assists the kitchen by recording and calculating food and beverage sales. With this support, the kitchen department can better understand daily revenue, monitor expenses, and identify any losses or discrepancies.

##### **b. Kitchen Department and Engineering**

When technical problems occur in the kitchen, such as Equipment breakdowns, electrical issues, or gas supply problems, the Engineering team responds promptly to fix the situation. Their quick action helps ensure that kitchen operations continue without major interruptions.

##### **c. Kitchen Department and Security**

The Security team is responsible for maintaining safety and order around the SAMI SAMI area. Their role is important in ensuring that both staff and guests feel safe and comfortable during operational

hours.

**d. Kitchen Department and Front Office**

Through coordination with the Front Office, the kitchen receives information regarding guest occupancy and reservations. This information helps the kitchen estimate the number of guests and prepare food production accordingly.

**e. Kitchen Department and F&B Service**

The F&B Service team works closely with the kitchen by delivering prepared dishes to guests. Good communication between these two departments ensures that food is served on time and in accordance with AYANA Bali's service standards.

Overall, strong teamwork and coordination between departments make daily operations at SAMI SAMI run more smoothly. This cooperation creates a supportive and efficient working environment and contributes to better service quality and guest satisfaction at AYANA Bali.

### **3.2 Job Description**

During a six month internship at AYANA Resort Bali, the writer was assigned to the Culinary Department, specifically in the hot kitchen section. The internship provided practical, hands-on experience in a professional five-star hotel kitchen and allowed the writer to rotate through different outlets, giving a clear understanding of how a large-scale resort kitchen operates. This experience helped the writer develop culinary skills, teamwork, discipline, and time management.

For the first three months, the writer worked in the Banquet kitchen, which handles large-scale events such as weddings, coffee breaks, birthday celebrations, and buffet or plated meals for breakfast, lunch, and dinner. The main points in this section were:

1. Preparing ingredients before service, including cutting vegetables, making garnishes, and preparing soups.
2. Assisting in transporting food and kitchen equipment to event areas.

3. Supporting pre-plating and plating for plated services, including appetizers, pasta, soups, main courses, and desserts, ensuring quality and presentation.
4. Helping set up buffet lines, guarding a station during service, serving guests when necessary, and refilling dishes to maintain food availability and presentation.

In the following months, the writer was rotated to Sami-Sami Restaurant, an à la carte outlet with an open kitchen. The main points in this section were:

1. Handling daily kitchen operations under a by-order system.
2. Collecting ingredients from storage and preparing dishes according to customer orders, including pasta and kids' menu items.
3. Assisting with plating and working as a runner between kitchen sections to maintain smooth communication.
4. Learning and applying proper closing procedures, including cleaning the kitchen, organizing equipment, checking refrigerator temperatures, and managing ingredients using the FIFO (First In, First Out) system.

In addition to outlet-specific tasks, the writer was responsible for general kitchen duties to support smooth operations. The main points for general responsibilities were:

1. Picking up bread from the bakery and collecting ingredients from storage.
2. Assisting with themed buffets and special events.
3. Supporting team members when needed to ensure workflow runs efficiently.
4. Following safety and hygiene protocols to maintain professional kitchen standards.

Overall, the six-month internship at AYANA Resort Bali allowed the writer to practice and understand the core responsibilities of a professional kitchen. By participating in both banquet and à la carte operations, the writer developed skills in ingredient preparation, plating, buffet management, stock control, and service coordination. These experiences improved culinary abilities,

teamwork, communication, and the ability to work under pressure, providing valuable personal and professional growth in the hospitality industry.

### **3.3 Problem and Solution**

During a six-month internship in the hot kitchen section at AYANA Resort Bali, the writer gained valuable experience by working in a professional five-star hotel kitchen and rotating through different outlets. Although the internship provided many learning opportunities, several challenges were also faced. These challenges helped the writer grow both personally and professionally. The following are the main problems encountered during the internship and the solutions applied to overcome them.

#### **1. Problem: Difficulty Adapting to a Fast-Paced Kitchen Environment**

At the beginning of the internship, the writer found it difficult to adapt to the fast-paced working environment, especially in the Banquet kitchen. Large-scale events such as weddings, coffee breaks, and gala dinners required food to be prepared in large quantities within a limited time. The pressure increased during service hours, and the writer initially struggled to keep up with the speed and workflow of the kitchen team.

#### **Solution:**

To overcome this challenge, the writer focused on observing senior kitchen staff and learning their working patterns. The writer practiced better time management by preparing ingredients early and organizing the workstation properly. By repeating daily tasks and staying focused during service, the writer gradually became more confident and efficient. With consistent practice and guidance from supervisors, the writer was able to adapt to the fast-paced kitchen environment.

#### **2. Problem: Limited Experience in Plating and Presentation**

Another challenge faced by the writer was limited experience in professional food plating, especially during plated banquet services. Each dish had to meet the hotel's high standards for appearance, portion size, and consistency. In the early stages, the writer felt unsure when assisting with pre-plating and final plating for appetizers, soups, main courses, and desserts.

**Solution:**

The writer addressed this problem by carefully observing the plating techniques demonstrated by Chef de Partie and Sous Chefs. The writer followed standard plating guides and asked questions when unclear. By assisting repeatedly in pre-plating and plating activities, the writer improved attention to detail and gained a better understanding of presentation standards. Over time, the writer became more confident and more accurate in plating tasks.

**3. Problem: Physical Fatigue During Long Working Hours**

Working in the Banquet kitchen often involved long hours, including early preparation and extended service times for large events. Standing for long periods, carrying heavy equipment, and moving food to event venues caused physical fatigue, especially during the first months of the internship.

**Solution:**

To manage physical fatigue, the writer learned to maintain personal stamina by taking short breaks when allowed and staying hydrated. The writer also improved body posture while working and learned how to lift and carry equipment safely. As time passed, the writer's physical endurance increased, and the workload became more manageable.

**4. Problem: Pressure of Working in an Open Kitchen at Sami-Sami Restaurant**

When rotated to Sami-Sami Restaurant, the writer faced a new challenge working in an open kitchen environment. The presence of guests increased pressure, as food preparation and service were visible at all times. The by-order system required speed, accuracy, and clear communication, which was initially challenging.

**Solution:**

The writer overcame this challenge by staying calm and focusing on assigned tasks. Clear communication with team members was practiced to avoid mistakes. The writer also improved product knowledge by learning the menu in detail, including pasta dishes and kids' menu items. With daily practice, the writer



became more comfortable working under pressure and adapted well to the open kitchen environment.

#### **5. Problem: Managing Ingredients and Avoiding Food Waste**

At the beginning of the rotation in Sami-Sami Restaurant, the writer had limited experience in stock control and ingredient management. Improper handling could lead to food waste or confusion during busy service hours.

##### **Solution:**

To solve this issue, the writer learned and applied the FIFO (First In, First Out) system when handling ingredients. The writer also followed proper labeling and storage procedures as instructed by senior staff. By understanding these systems, the writer was able to manage ingredients more efficiently and support smooth kitchen operations.

#### **6. Problem: Communication and Team Coordination**

Working in a large kitchen team with different roles sometimes caused misunderstandings, especially during busy service times. As an intern, the writer initially felt hesitant to communicate or ask questions.

##### **Solution:**

The writer improved communication skills by actively listening and responding clearly to instructions. The writer learned to ask questions when needed and to confirm tasks to avoid mistakes. Over time, teamwork improved, and the writer became more confident in communicating with chefs and colleagues from different sections.

In conclusion, the internship at AYANA Resort Bali presented several challenges related to speed, pressure, physical endurance, communication, and technical skills. However, each problem was addressed through observation, practice, teamwork, and guidance from senior kitchen staff. These experiences helped the writer develop stronger culinary skills, better discipline, and a deeper understanding of professional kitchen operations. Overall, the problems faced during the internship became valuable learning opportunities that supported

personal and professional growth in the hospitality industry.

