

## CHAPTER III

### INTERNSHIP ACTIVITIES

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

During my internship at AYANA Bali, I worked in different areas within the Food Production Department. This experience helped me understand how daily kitchen operations are organized and how food preparation follows the hotel's quality and safety standards. I also worked closely with several departments, such as the Food and Beverage Service team, Stewarding team, and Engineering Department, as well as kitchen sections including the Butcher section, Pastry and Bakery Kitchen, and the Receiving area. Through this coordination, I learned the importance of teamwork, clear communication, and efficiency in supporting smooth kitchen operations.

The intern was placed under the guidance and supervision of a designated mentor, who played a critical role in the learning and professional development process during the internship. The assigned mentor, who held a senior chef position with extensive industry experience, provided consistent hands-on instruction, constructive feedback, and professional guidance. Through this mentorship, the intern was trained in technical competencies including proper knife handling techniques, plating presentation, adherence to food safety protocols, and best practices in kitchen hygiene. Moreover, the mentor encouraged proactive learning through question-and-answer discussions, self-reflection, and performance evaluations. The mentor's continuous support enabled the intern to develop confidence and professionalism, both of which are essential competencies in the high-pressure environment of professional kitchen operations.

From a coordination perspective, the intern was fully integrated into the kitchen's daily operations and developed familiarity with the hotel's shift scheduling system. The scheduling was organized into morning and evening rotations based on workload distribution and special event schedules. Exposure to

shift work facilitated the development of strong time management, discipline, and flexibility, especially during peak service hours and special occasions. Throughout the internship, clear communication, teamwork, and mutual support were emphasized by supervisors and fellow kitchen staff to maintain operational efficiency and consistency in delivering high-quality service to guests.

### 3.2 Job Description

During the internship program at AYANA Resort Bali, the intern was assigned a variety of practical responsibilities that reflected the professional standards and demands of a five-star hotel kitchen. Each working day typically commenced with **mise en place**, which involved comprehensive ingredient preparation prior to food service. These tasks included washing and chopping vegetables, marinating proteins, portioning ingredients, and organizing workstations to ensure seamless operations during meal service. This process emphasized precision, efficiency, and organizational discipline as fundamental principles of professional kitchen work.

In addition to preparation tasks, the intern actively participated in cooking and plating processes under the supervision of senior chefs. Depending on the department assignment for each rotation, the intern was involved in preparing dishes such as soups, grilled proteins, sauces, and side dishes, while consistently adhering to standard recipes and presentation guidelines. Special attention was directed toward plating presentation, where the intern learned to meet the hotel's standards for aesthetics, consistency, and attention to detail required for guest satisfaction.

Kitchen hygiene and sanitation management constituted another essential component of the intern's daily responsibilities. Cleaning and sanitation schedules were strictly followed to maintain cleanliness, including sanitizing work surfaces, utensils, and storage areas, as well as practicing proper waste management protocols. Hygiene maintenance was not only regarded as a routine but as a core value that directly affected guest safety and the reputation of the establishment.

Furthermore, the intern was trained to comply with the hotel's Standard Operating Procedures (SOPs) and international food safety regulations, including Hazard Analysis and Critical Control Point (HACCP) principles. Specific training was provided on safe food handling, prevention of cross-contamination, temperature monitoring, and proper use of personal protective equipment. Strict adherence to these guidelines was critical for maintaining service quality, guest safety, and operational excellence within the high-standard environment of a luxury hotel kitchen.

### **A. Job Descriptions at Segara Outlet**

At the Segara Outlet, I worked in several shifts, such as:

1. Breakfast shift (05.00–14.00 WITA), where I assisted with breakfast buffet preparation, food replenishment, and food runner.
2. À la carte Luna Rooftop Bar Opening shift 08.00–17.00 WITA), focusing on food preparation and cooking à la carte menu items.
3. À la carte Luna Rooftop Bar Middle shift (11.00–20.00 WITA), which required speed and accuracy during busy hours.
4. À la carte Karang shift (11.00–20.00 WITA), with more menu variations and detailed food presentation.

From this outlet, I learned the importance of consistency in taste, presentation, and teamwork.

### **B. Job Descriptions at RIMBA Outlet**

In addition to Segara, I was also assigned to the RIMBA Outlet with the following shifts:

1. Breakfast shift (05.00–14.00 WITA)
2. À la carte Opening shift (07.00–16.00 WITA)
3. À la carte Middle shifts(09.00–18.00 WITA and 12.00–21.00 WITA)

At RIMBA, the guest volume was higher, which helped me develop the ability to work under pressure, manage time efficiently, and consistently maintain food quality and hygiene standards.

The internship responsibilities provided the intern with a strong foundation for professional growth by developing technical expertise, work discipline, operational awareness, and collaboration skills within a world-class culinary team.

### 3.3 Problems and Solutions

Several challenges were encountered by the intern during the internship program at AYANA Resort Bali, which served as opportunities for personal and professional development. One of the initial difficulties faced involved adapting to the fast-paced and high-pressure atmosphere typical of five-star hotel kitchens. The required speed, precision, and attention to detail during service hours were initially overwhelming, particularly when performing multiple tasks simultaneously while ensuring strict adherence to the hotel's high operational standards.

During the internship program at AYANA Resort Bali, several challenges were encountered by the intern. These challenges became valuable learning opportunities that strengthened both operational ability and professional readiness. The problems and solutions are described as follows:

#### A. Problems

##### 1) Limited preparation time during breakfast and peak hours

During breakfast service and other peak periods, preparation time was very limited. The intern had to complete mise en place quickly while still meeting the hotel's standards of accuracy, hygiene, and cleanliness. The fast pace often required the intern to handle several tasks at once, such as preparing ingredients, organizing the workstation, and supporting food replenishment. This situation was challenging because any delay or disorganization could affect the smoothness of service and increase pressure during operational hours.

##### 2) A wide variety of menu items that needed to be learned in a short time

The intern was required to learn many menu items within a short period, especially when rotating between different outlets and shifts. Each item involved specific ingredients, preparation methods, portion standards, and plating expectations. In the early stages, this was difficult because the intern needed to

memorize details quickly while still working under service pressure. The variety of dishes and standards increased the risk of mistakes and reduced confidence during the adaptation process.

### **3) High workload during busy periods and special events**

During busy periods and special events, the kitchen workload increased significantly. The intern had to support higher production volume and faster service demands, while still maintaining consistency and hygiene standards. In these situations, tasks often came simultaneously, requiring the intern to stay focused and work efficiently to avoid disrupting the kitchen workflow. The high workload also demanded physical stamina and mental readiness, especially during long shifts.

## **B. Solutions**

### **1) Improving time management skills**

To address limited preparation time, the intern improved time management by organizing mise en place more systematically and preparing tools and ingredients as early as possible. The intern also learned to maintain a neat workstation to reduce wasted time during service. By managing preparation time more efficiently and following a consistent routine, the intern was able to work faster while still meeting required standards.

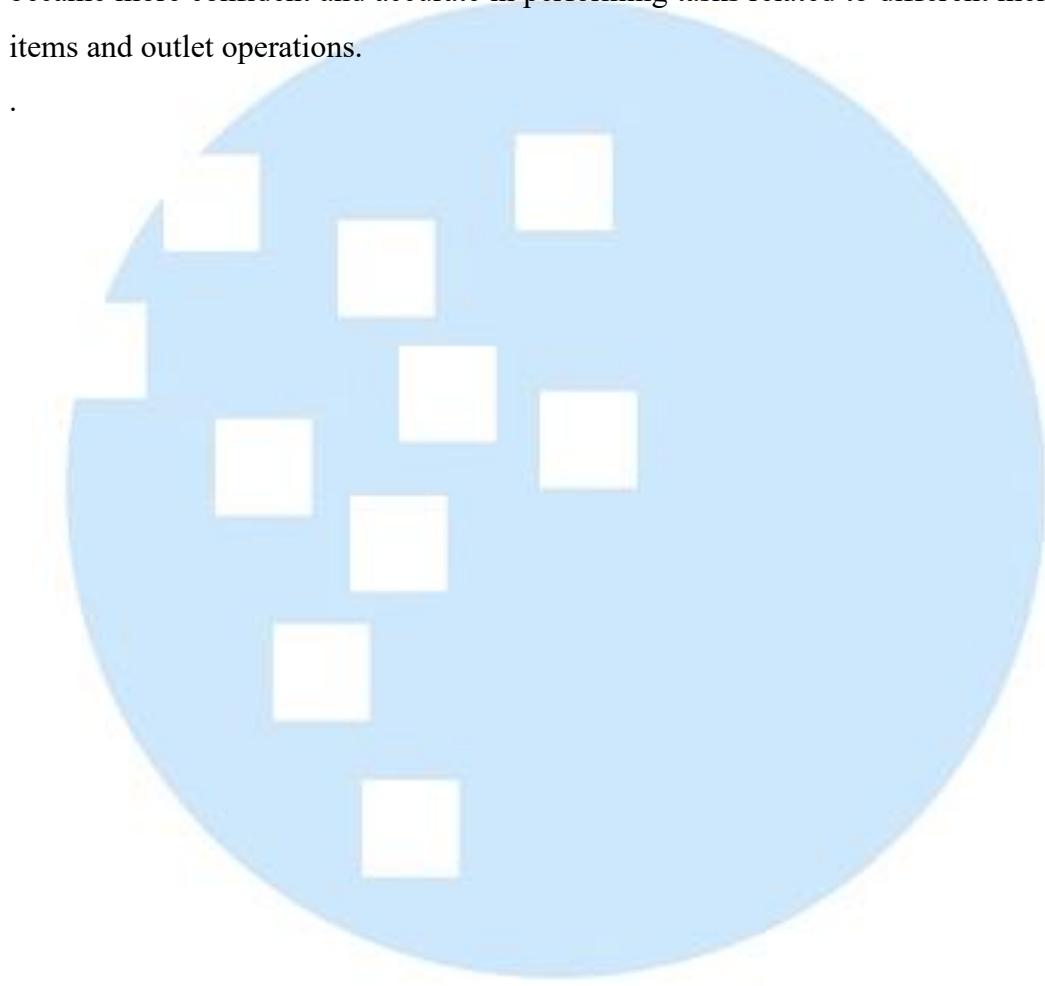
### **2) Prioritizing tasks more effectively**

To handle peak-hour pressure and increased workload, the intern strengthened task prioritization by identifying which tasks were most urgent and directly affected service. The intern learned to complete duties in the correct sequence and adjust quickly when new instructions were given. This approach helped the intern stay focused, reduce confusion, and support smoother kitchen operations during busy periods.

### **3) Enhancing menu knowledge and understanding the kitchen workflow**

To overcome the challenge of learning many menu items, the intern focused on improving menu knowledge by actively observing senior chefs, learning dish components, and understanding how each section operated. The intern also paid attention to how tasks were divided during service and how food production flowed

from preparation to plating. Through consistent learning and repetition, the intern became more confident and accurate in performing tasks related to different menu items and outlet operations.



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