

CHAPTER III

TRAINEE PERFORMANCE

3.1 Placement and Coordination

During my internship at Mövenpick Resort & Spa Jimbaran Bali, I was assigned to the Anarasa Restaurant, the hotel's main dining outlet. Smooth operations in the restaurant required effective collaboration between multiple departments across the hotel. These interdepartmental relationships played a crucial role in ensuring daily service excellence and guest satisfaction.

1. Food Production Department and F&B Service Department

All guest food orders are prepared in the kitchen, where each dish is carefully processed to ensure quality and consistency. The results of these preparations greatly influence guest satisfaction, as the taste, presentation, and overall quality of the food shape their dining experience. This must also be supported by attentive and professional service, because the combination of well-prepared dishes and good service creates a positive and satisfying impression for the guests.

2. Food Production Department and Housekeeping Department

Housekeeping was responsible for maintaining the cleanliness and hygiene of both guest-facing and staff-only areas around Anarasa. They ensured that the restaurant's public restrooms were always clean, restocked, and ready for guests. Additionally, the back-of-house areas such as the staff restrooms and locker rooms were maintained regularly. Housekeeping also handled daily laundry services by supplying clean chef jackets, aprons, and hats for kitchen and service staff.

3. Food Production Department and Front Office Department

The Front Office informs all departments about the number of guests staying in the hotel, guests who are scheduled to check in, guests who are checking out, as well as any important or VIP guests. This information allows the Culinary Department to use these updates as a guideline for planning and executing their daily operations

4. Food Production Department and Purchasing Department

The purchasing team played an integral role in ensuring a consistent supply of quality ingredients. They liaised directly with local and imported vendors, especially when new items were required for special menus or seasonal promotions. If the restaurant needed specific items not listed in the standard procurement system, the purchasing team was responsible for sourcing alternatives. They also worked closely with the cost control unit to manage budgeting and report on food cost performance.

5. Food Production Department and Receiving Department

Once ingredients were ordered, the receiving department verified the quality and quantity upon arrival at the resort. Their responsibility included checking that all items matched the specifications and were delivered in proper condition. This helped maintain food quality and ensured the kitchen had adequate stock for daily service.

6. Food Production Department and Security Department

Security supported the food production department by monitoring the flow of goods and staff. All items leaving the kitchen—such as buffet setups or special event equipment—required a formal delivery pass authorized by security. In addition, they ensured safety in the restaurant premises, particularly during events. Security also controlled access to

storage rooms and staff attendance systems.

7. Food Production Department and Marketing Communication Department

Marketing Communication was vital for promoting Anarasa's menus and culinary events. When new dishes or buffet themes were introduced, the team worked with chefs to create engaging promotional materials and social media content. They also arranged food photography sessions and developed posters to enhance visibility among hotel guests and visitors.

8. Food Production Department and Engineering Department

The Engineering Department ensured that kitchen equipment, refrigeration units, and lighting systems were functioning correctly. In case of breakdowns or power issues, engineering staff provided quick solutions. Their maintenance work helped minimize disruptions during food preparation and service.

9. Food Production Department and IT Department

The IT department maintained the Point of Sale (POS) system used in the restaurant. They were responsible for uploading menu changes, syncing printer settings, and maintaining digital tools used for ordering and kitchen display. Their support ensured that communication between front-of-house and kitchen remained uninterrupted..

10. Food Production Department and HR Department

HR department help to find staff that fill the requirements and provide training for all staffs accordingly. Appraisal and career development are raised with the HR department as well. HR department also supports with orientation, new staff formalities and locker facilities

3.2 Job Description

During the internship at Mövenpick Resort Jimbaran Bali, the writer was placed in the Food and Beverage Production Department, specifically in the kitchen of Anarasa Restaurant. The internship period lasted from July 2025 to January 2026. The writer followed a weekly schedule of five working days and two days off, with shifts divided into morning hours from 05:00 to 14:00 and from 07:00 to 16:00, both including a one-hour break. Throughout the internship, the writer had the opportunity to rotate across several kitchen sections, gaining exposure to various culinary responsibilities and developing practical skills within a professional kitchen environment.

| Work Shift | Period | Section |
|---------------|----------------------------------|-------------------------------|
| 05:00 - 14:00 | July 7th 2025 - January 6th 2026 | Anarasa Breakfast |
| 07:00 - 16:00 | July 7th 2025 - January 6th 2026 | Anarasa Ala Carte and Butcher |

Table 3.1 Period of Internship

Each work shift and section has its own job and the writer will explain the job description for each work shift.

| Section | Job Description |
|-------------------|--|
| Anarasa Breakfast | <ul style="list-style-type: none">- Set up breakfast buffet such as live station, egg station, bakso station starting from 05:00 AM - 06:15 AM- Assigned into roles such as making egg in egg station, in charge in bakso station and buffet runner- condiment preparation for egg station, live station and bakso station |
| Anarasa Ala Carte | <ul style="list-style-type: none">- Shift starts when the breakfast ends- Condiment preparation for ala carte purposes such as sliced tomato , |

| | |
|---------|---|
| | <ul style="list-style-type: none"> lettuce, chives, jalapeno,etc - Bread restock for burger and sandwich - daily cleaning of griddle - prepare sunny side up for fried rice, fried noodle,etc. - standing chiller restock from butcher |
| Butcher | <ul style="list-style-type: none"> - Shift starts when the breakfast ends - Taking item from receiving - Preparation item for breakfast, banquet, ala carte both for hot and cold kitchen. - Vacuuming product for ala carte |

Table 3.2 General Job Description

3.3 Problem and Solution

While working at Anarasa Kitchen there are several problems that the writer has encountered, the following are the problems and solution from the writer internship as a trainee at Anarasa Kitchen, Mövenpick Resort & Spa Jimbaran Bali

1. Miscommunication Between Kitchen Staff

During the internship period, the writer observed that miscommunication between kitchen staff occasionally occurred, particularly during busy service hours, resulting in delays in food preparation and order inaccuracies. The kitchen addressed this issue by improving communication through clear verbal confirmations, consistent use of order tickets, and short briefings before service to ensure shared understanding among staff. To further reduce miscommunication, the writer suggests conducting structured pre-service briefings for every shift and reinforcing clear communication practices, especially during peak operational periods..

2. High Workload During Breakfast Service

The writer experienced that breakfast service was the busiest period in the kitchen, with a high volume of guests served within a limited timeframe, which sometimes caused delays in food replenishment and increased pressure on the kitchen team. The kitchen responded to this situation by improving preparation before breakfast service, including earlier mise en place, proper staff allocation, and a clear division of tasks to support smoother operations. To enhance efficiency, the writer suggests regular evaluation of staffing levels and preparation schedules to ensure adequate support during peak breakfast hours.

3. Different Application of Standard Operating Procedures (SOPs)

During the internship, the writer noticed inconsistencies in the application of SOPs in food preparation and handling, which affected food quality and presentation. The kitchen emphasized the importance of standardized procedures through supervision, guidance from senior staff, and on-the-job training to maintain consistency across the team. To ensure long-term compliance, the writer suggests conducting regular refresher training and strengthening monitoring of SOP implementation during daily operations..

