

## **CHAPTER III**

### **TRAINEE PERFORMANCE**

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

During the six-month internship in the Culinary Department at AYANA Bali, the writer rotated through two main outlets, namely To'Ge Restaurant at RIMBA and Padi Restaurant. Working in these restaurants provided the writer with a comprehensive understanding of a five-star resort kitchen and helped develop practical skills through direct learning from experienced chefs. In addition, collaboration with other departments played an important role in supporting daily tasks, making each responsibility easier to manage and ensuring that overall operations ran smoothly.

1. Kitchen department with pastry & bakery, supports each outlet by preparing desserts that match the type of cuisine being served. For example, they create saffron kulfi specifically for the Indian cuisine outlet to ensure authenticity and consistency.
2. Kitchen department with engineering, assists the kitchen by repairing equipment that is not working properly. This includes fixing issues such as chillers that are not cooling at the required temperature.
3. Kitchen department with steward, maintaining cleanliness in the kitchen, including cleaning work areas, utensils, and equipment. They also supply essential kitchen items such as dish soap, surface sanitizers, and food wrapping materials.
4. Kitchen department with receiving, helps in handling the inspection and acceptance of all incoming orders for each outlet. They ensure that items are properly organized and stored in the correct storage areas according to kitchen standards.
5. Kitchen department with fnb service, contributes in communicating guest orders and special requests clearly to the kitchen, also assists in serving food to guests, helping ensure smooth coordination between the kitchen and service teams.

### 3.2. Job Description

*Table 3.1 Period of internship*

| Section                    | Period  | Work Shift                     |
|----------------------------|---|--------------------------------|
| Show Kitchen- Global food  | 15 <sup>th</sup> July 2025 – 14 <sup>th</sup> October 2025    | 11:00 – 20:00                  |
| Show Kitchen- Thai cuisine | 15 <sup>th</sup> October 2025 – 14 <sup>th</sup> January 2026 | 12:00 – 20:00<br>14:00 – 23:00 |

Each section has a different job description, the following are the job descriptions that the writer has done during her internship program.

*Table 3.2 Job description of each section*

| Job Section               | Job Description   |
|---------------------------|---|
| Show Kitchen- Global food | <p><b>Opening Preparation</b></p> <ol style="list-style-type: none"> <li>1. Mise en Place cutting board, stock pan, sauce pan, and other utensils.</li> <li>2. Unwrapped product and ingredients.</li> <li>3. Make vegetable stock.</li> <li>4. Fill the sauce pan with soups and reheat.</li> <li>5. Refill the lack of ingredients and products.</li> </ol> <p><b>Small Preparation</b></p> <ol style="list-style-type: none"> <li>1. Peel and cut potatoes and carrots for pickles.</li> <li>2. Scaling and wrapping pastas and noodles for back-up.</li> <li>3. Chop parsley, slice tomatoes, slice leeks, chop onion, dice aburage.</li> <li>4. Peel boiled eggs.</li> <li>5. Shred parmesan cheese.</li> <li>6. Prep slice mushrooms, slice onion for mushroom soup.</li> <li>7. Prep basil, arugula, coriander leaves, romaine lettuce and parsley.</li> </ol> <p><b>Big Preparation</b></p> <ol style="list-style-type: none"> <li>1. Made tar-tar sauce.</li> <li>2. Made tzatziki dressing.</li> <li>3. Made dry mixed beer dough.</li> <li>4. Made beer dough.</li> <li>5. Sous vide hainan chicken.</li> <li>6. Made garlic confit</li> </ol> |

|                            |   |
|----------------------------|---|
| Show Kitchen- Thai cuisine | <p><b>Small Preparation</b></p> <ol style="list-style-type: none"> <li>1. Slice shallot, slice onion, slice cucumber, slice spring onion, prep tomato cherry for Yum Sum O.</li> <li>2. Cut chives, chop caipo for Pad Thai condiments.</li> <li>3. Squeeze lime for lime juice.</li> <li>4. Carve lime, slice red big chili, and pick coriander leaf for garnish.</li> <li>5. peeling pomelo.</li> <li>6. shred papaya and carrot for Som Tam.</li> </ol> <p><b>Big Preparation</b></p> <ol style="list-style-type: none"> <li>1. Made Yum Sum O dressing.</li> <li>2. Made Gluay Khai.</li> <li>3. Made egg net.</li> </ol> |
|----------------------------|---|

Since the writer was assigned to both the middle shift and the afternoon shift, the writer was responsible for pre-closing and closing duties. During pre- closing, the writer assisted in cleaning equipment such as knives and inserts for organic and non-organic waste.

During the afternoon shift, the writer carried out closing tasks, including storing sauces and soups in the chiller, checking product stock in the chiller to rewrap or relabel items when necessary, and cleaning used equipment such as cutting boards, knives, inserts, saucepans, and other utensils. The writer also cleaned the worktables and wiped down the chiller using sanitizer, ensuring that the work area remained clean and well-organized before the shift ended.

During the training period at two outlets, there were several products that the writer did not have the opportunity to prepare independently, such as pomodoro sauce, laksa stock, green curry, yellow curry, red curry, and some other products. However, the writer was involved in preparing the ingredients needed to make those products.

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

This section describes several problems encountered during the internship in the culinary department and the solutions applied to address them. These situations provided valuable learning experiences and contributed to a better understanding of daily kitchen operations in a five-star hotel environment.

#### **1. Chiller Temperature Issues**

During kitchen operations, a chiller occasionally failed to maintain the required cold temperature, which affected the workflow during peak service hours. As a result, food preparation took longer because ingredients had to be taken from another chiller, slowing down the cooking process. This situation occurred because all items stored in the affected chiller needed to be temporarily relocated, and the issue was suspected to be related to the age of the equipment.

For the solution, when the chiller temperature exceeded the critical limit, the leader immediately contacted the Engineering Team for assistance. The Engineering Team responded promptly and carried out the necessary repairs, while all ingredients were transferred to another chiller to ensure food safety. Although the repair process took some time and caused temporary delays, these actions helped restore normal operations and prevented further disruption.

#### **2. Inconsistent Cooking Techniques**

During daily kitchen operations, trainees sometimes faced confusion due to inconsistent cooking techniques taught by different senior staff for the same dish. Although these variations did not affect the final food quality, they created difficulties for trainees who were not yet fully familiar with the menu composition and cooking methods. This inconsistency made it challenging for trainees to determine which technique should be followed during food preparation.

To address this issue, the kitchen leader provided clear guidance by explaining the correct cooking technique based on the official standard recipe. The leader emphasized the importance of following standardized procedures to ensure consistency and clarity for all team members. This approach helped trainees gain a better understanding of the correct method and increased their confidence during food preparation.