

## CHAPTER III

### TRAINEE PERFORMANCE

#### 3.1 Placement and Coordination

Butterfly Patisserie have a lot of connections with other department. Although that Butterfly Patisserie seems to be only selling pastry and bakery product to the guest, in the reality, many other department are being related to one and another. The Butterfly Patisserie is connected with the Housekeeping Department, Purchasing Department, Receiving Department, Marketing Department, Engineering Department, IT Department, and also the HR Department. More explanation about the connections will be explained below.

##### 1. Food and Beverage Service Department and Housekeeping Department

The relation with the Housekeeping Department is really important since the Housekeeping team is the one who ensure that all of the area is clean and hygiene. Their job is also including the cleanliness of the Food and Beverage outlet area, such as the front area of the outlet. Their job also include in cleaning the toilets and ensure that the toiletries are there and complete and refill them when it is empty. Beside the cleaning role, there are also other Housekeeping staff who do the laundry job. Those department of Housekeeping is the one who provide the daily uniform that the staff uses.

##### 2. Food and Beverage Service Department and Purchasing Department

For the Purchasing Department, every needs from the Food and Beverage Service Department, such as things that need to be bought was ordered through the Purchasing Department. The Purchasing Department will receive the list from the Food and Beverage Service Department about things that need to be purchased and they will process

it and purchase it to the supplier that have already had a business contract with the hotel.

### **3. Food and Beverage Service Department and Receiving Department**

After purchasing the things needed through the Purchasing Department, now the Receiving Department will do their roles. Receiving Department is the only Department at the hotel who do the receiving process of every purchase that were done by the Purchasing Department. They ensure that the products that are being delivered by the suppliers are in the good condition and have the right quality according to the standard that the hotel have. They also ensure that the number of the item delivered is the same amount with the number of product purchased.

### **4. Food and Beverage Service Department and Marketing Department**

The connection with the Marketing Department is the most important one since the marketing team is the one who do the promotions of the product and services that the hotel have. The Marketing Department is the one who promotes the product by creating a good promotion, taking a good photo and video of the product for commercial use in promoting the outlet, and many more.

### **5. Food and Beverage Service Department and Engineering Department**

The relations between the Engineering Department was developed since the engineering team are the one who helps the repairing and maintaining all the heavy duty machines at the outlets. Without the help of the Engineering Department, there will be a lot of money used to get help from other repairing services. They are also the one who fix when the air conditioner of the outlet is not working well, or even when the light bulb was broken.

### **6. Food and Beverage Service Department and IT Department**

The relations with the IT Department is since we use POS System in processing the customer's order. The POS System is one of the technology that we use to sync between the orders that are made at the outlet with all of the others department at the hotel. Once we enter the purchase at the POS System, all of the other department could see it and can be checked anywhere.

## **7. Food and Beverage Service Department and HR Department**

The HR Department helps with the staff recruiting, provide the training program needed for the new trainee or even the staff there. They are also the one who helps in providing the data needed for the new staff or the trainee, and they are also the department who give appraisal for every achievement achieved by the staff.

## **8. Food and Beverage Service Department and Security Department**

The connection with the Security Department is also the most important one since the security team is the one who ensure the safety of all of the staff and guest at the hotel. They ensure that no one can enter the hotel or outlet with a clear identification card or pass. Every staff who want to enter the place need to tap on their fingerprint on the machine, and when the machine did not work well, the security team will do it manually. They are also the one who always do the bag checking in order to ensure that there are no dangerous thing brought by the staff to the hotel area. The Security Department also ensures that the guest who are coming to the hotel or outlet feels safe until the time they leave.

### **3.2 Job Description**

The author did the internship at the Rosewood Hotel Hong Kong in the Food and Beverage Service Department. The author was assigned at their pastry and bakery outlet, which is the Butterfly Patisserie. The outlet was located at the 2<sup>nd</sup> floor of the Rosewood Hotel and it is connected with the K11 Musea Mall. The period of the internship that was offered by the hotel was from July 28<sup>th</sup> 2025

until January 16<sup>th</sup> 2026. Every week, the trainee needed to work for 5 days and entitled with 2 days off. The daily operational hours of Butterfly Patisserie start from 11:00 until 20:00. If the Trainee need to work on the public holiday, they will get another off day as a replacement of the public holiday they should get. The author itself have 2 working shift during the internship period.

**Table 3.1** Period of Internship

Work Shift	Section
08:00 – 10:30	Holt's Cafe Breakfast –
10:30 – 18:00	Butterfly Patisserie
09:30 – 19:30	Butterfly Patisserie

For the Holt's Cafe Breakfast session, the day that the writer got assigned was depend on the weekly roster that was created by the Manager. Each work shift and the section have its own job and below is the job description for each work shift that the author get to experience and learned during the internship time.

**Table 3.2** General Job Description

Section	Job Description
Holt's Cafe Breakfast – Butterfly Patisserie	<ul style="list-style-type: none"> <li>a. Assisting Holt's Cafe breakfast session from 08.00 AM to 10.30 AM and back to Butterfly Patisserie afterward.</li> <li>b. Get assigned in different roles every 2 months.</li> <li>c. For Pantry section, the role will be refilling the tea cups, saucer, tea spoon, refill some tea, making the tea bag, delivering the drinks from Pantry to front area, assisting the staff in making some of the orders, helping the breakfast closing by taking out the juice from the front area.</li> <li>d. For Section, the role will be clearing up the dirty plates from</li> </ul>

	<p>the table, clean up the table using the towel, scraping the food crumbs from the table, setting up the table, deliver the food and beverage to the guest, and sometimes taking the order from the guest.</p> <p>e. For Food Pass, the role will be managing the buffet area, refilling the plates, tea spoon for yogurt, bowl, cleaning up the food crumbs or drips, delivering the food to the correct section, assisting the closing process, clear up the food tag from the buffet area during closing time.</p> <p>f. For dirty plates runner, the role will be delivering the tray with dirty plates, bowls, cutleries, from front house the back of house area to be washed by the steward team.</p>
Butterfly Patisserie	<p>a. The shift start at 09.30 AM and finish 19.30 PM.</p> <p>b. The role will be packing up the cakes and pastries order in the morning, fixing the wording on the cake, ensuring that all of the cakes and pastries come in the good condition.</p> <p>c. Doing the restocking process for the outlet stuff.</p> <p>d. Cleaning the display fridge when there is no more product inside.</p> <p>e. Cleaning the display corner once every week to prevent the dust.</p> <p>f. Packing the second-round cakes and pastries (Millefeuille and Hokkaido Custard Flan).</p> <p>g. Refilling the ice pack from the walk-in freezer to the freezer at the outlet.</p> <p>h. Assisting the closing process.</p>

### 3.3 Problem and Solution

While working at the Butterfly Patisserie, it will not always be smooth as expected. There are few problems that occurred during the internship time of the

author itself and as time goes by, the author try to find its solution and solve it directly.

### **1. Different accent and unclear pronunciation**

Since the author was placed at a pastry outlet, the author get to meet a lot of people from different culture and from all of the country all around the world. It is a normal thing that there are many accent and might be different from what the author often hear in Indonesia. The author itself sometime need to process the word longer since the guest's accent was different and they spoke it with an unclear pronunciation, make it even harder for the author to know what the guest trying to say. The solution that the author can give is by keep practicing in hearing the conversation and try to adapt to it.

### **2. Different work pace compared to Indonesia**

When the author first start working at the Butterfly Patisserie, the author was kind of shock with the difference of the work pace. The author thought that the work pace that usually done at the campus was already fast enough, turns out, it was nothing compared to the real industry, especially in Hong Kong. People work two times faster compared to those who work in Indonesia. The solution that the author found is that try to keep up with the pace and keep trying the best every day. It was tiring at first, but after some months of training the author start to get used to it.