

## **CHAPTER III**

### **TRAINEE PERFORMANCE**

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

Central to maintaining operational excellence at W Hong Kong is the Open Kitchen Food Production Department, which guarantees smooth cooperation with several other departments. Every supporting department offers vital resources and services that help to define the culinary and dining experience's success. These are the main essentials departmental coordination:

##### **1. Food Production Department and Bakery & Pastry Department**

For buffet options, à la carte meals, and special occasions, W Hong Kong's bakery and pastry team collaborate closely with the central kitchen to provide fresh baked goods. Daily output includes goods like croissants, artisan breads, buns, desserts including tarts, mousse cakes, and sauces (vanilla, chocolate). Custom pastries and specialized cakes are also made in conjunction with the culinary staff for themed events or upscale promotions.

##### **2. Food Production Department and Housekeeping Department (Style)**

Among other public guest spaces like restaurant restrooms and staff locker rooms, the housekeeping crew makes sure all of them are clean and hygienic. Additionally in charge of chef uniforms, aprons, and kitchen linens, they also oversee laundry services. Their backing guarantees operational readiness and compliance with hygiene across the hotel's F&B locations, including KITCHEN, WOOBAR.

##### **3. Food Production Department and Front Office Department**

Orders for in-room dining made by guests through the Front Office or Guest Services are automatically sent through the POS system to the kitchen. Good interaction between the Front Office and culinary staff guarantees prompt delivery and customized service for in-room dining and VIP customers.

##### **4. Food Production Department and Purchasing Department**

Based on the demands of the culinary crew, the buying department locates ingredients, kitchen appliances, and packing supplies. To guarantee premium, seasonal, and sustainable produce, they work with regional and worldwide suppliers. Buying helps to control expenses and finance so as to enable management of budget and vendor negotiations.

5. Food Production Department and Receiving Department

The receiving team verifies that inbound items match the hotel's requirements by comparing them with purchase orders, therefore ensuring quality and number. Once checked, components are sent to the appropriate kitchens or storage facilities. Maintaining food safety and inventory correctness depends on this step.

6. Food Production Department and Security Department

Security supervises asset protection and safety procedures at the hotel. Security staff approve delivery passes for outside catering or disposal of expired goods, track goods in and out of the kitchen, and react to emergency situations. They also oversee access control to sensitive areas like walk-in freezers or loading docks.

7. Food Production Department and Marketing & Communications Department

By generating visual content, social media campaigns, and print materials, the Marketing and communication team helps with menu debuts, special events, such as wine dinners, holiday buffets, and seasonal deals. Collaboration guarantees consistency of branding and guest interaction strategies.

8. Food Production Department and Engineering Department

For kitchen appliances including refrigerators, ovens, hoods, and electrical lights, engineering offers preventive maintenance and emergency repair. In food preparation rooms, they make sure ventilation, illumination, and plumbing systems run as they should.

9. Food Production Department and IT Department

IT helps with inventory management and troubleshoots any network or hardware problems in the kitchen areas. They support the integration of menu

items for the POS system, guaranteeing smooth order placement and kitchen printing.

#### 10. Food Production Department and Human Resources Department

HR oversees requires training, such as food hygiene certification, hires qualified culinary personnel, and arranges onboarding sessions. They also handle performance reviews, raises, and support staff well-being projects. HR works closely with the Executive Chef to manage manpower planning and scheduling.

### **3.2. Job Description**

The Internship Program happened at W Hotel Hong Kong under the Food Production Department. With a total length of six months, the internship runs from July 2025 and ends in January 2026. Known for its vibrant dining concepts and innovative culinary style, W Hotel Hong Kong is a luxury lifestyle hotel located above ELEMENTS Mall in the West Kowloon district. The Food Production Department plays an important role in supporting the hotel's dining outlets, including KITCHEN (the signature all-day dining restaurant), WOOBAR, and in-room dining. As a trainee in the Food Production Department, I assisted the kitchen team in daily operations while gaining hands-on experience in food preparation, basic cooking tasks, and professional kitchen practices that support the overall dining experience. Following a shift-based schedule of nine hours per day, which included a one-hour break, the trainee worked five days per week with two days off during the internship. The shifts for trainee in W Hongkong: Morning Shift (07:00 – 16:30).

If the trainee worked on official public holidays, trainees were qualified for Public Holiday (PH) credits. These credits could be exchanged for a day off elsewhere. Advance scheduling change requests were approved to allow for significant events or personal concerns before the weekly roster was finalized.

The trainee was turned across several stations to get general culinary exposure: the kitchen was broken into several parts.

- a. Western Section, concentrated on rice, pasta, starches, soups, and vegetables.
- b. Cold Kitchen Offers dressed salads, cold appetizers, and dressings.
- c. Chinese Section offers Chinese food, dumplings, and laksa.

The experience gave the trainee time to develop technical and practical abilities under the guidance of experienced chefs and the culinary leadership staff. This system guaranteed an all-encompassing education that was consistent with W Hong Kong's current, fast-paced culinary criteria.

*Table 3.1 Period of internship*

Section	Period	Work Shift
Culinary Departement	21 <sup>th</sup> July 2025 – 19 <sup>th</sup> January 2026	07:00 – 16:30

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

*Table 3.2 Job description of each section*

Section	Job Description
<b>Breakfast</b>	<ul style="list-style-type: none"> <li>a. Noodle Section,Running the section.serve guest and refill the condiments</li> <li>b. Dumpling Section : Refill and lookingh after the stand.</li> <li>c. Buffet runner : Refilling all of the buffet condiments,from salad,canape,cold cut,yogurt,porridge etc.</li> <li>d. Egg Station : making eggs for g</li> </ul>
<b>Chinese Section</b>	<ul style="list-style-type: none"> <li>a. Laksa Section : Look after and serving laksa for guests</li> <li>b. Dimsum Section : Look after and refilling dimsum.</li> <li>c. Buffet Runner : Look after all the chinese section buffet food and refil it.</li> <li>d. Preparation for chinese cuisine,from cutting,compiling,washing,managing,etc.</li> <li>e. Helping all section from cold,india,western</li> </ul>
<b>Section Helper</b>	<ul style="list-style-type: none"> <li>a. Cold Kitchen <ul style="list-style-type: none"> <li>[1] Prepare the seafood display,from the black box,putting ice,decoration, and also the seafood.</li> <li>[2] Buffet runner, Refilling the cold cut,sauces,cheese,compiling the salad and</li> </ul> </li> </ul>

	<p>menu, and help the chef request</p> <p>b. India Section :</p> <ul style="list-style-type: none"> <li>[1] Buffet Runner : Refilling the indian food items, and condiments.</li> <li>[2] Clearing up the menus : Help to clear up after the buffet, keeping/saving the food and condiments.</li> </ul> <p>c. Western Section :</p> <p>Helper : Helping the western section to prepare the decoration, help to cook/grill/griddle the food.</p>
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During the tenure at the W Hotel Hong Kong, The writer was actively involved in every facet of kitchen operations, participating in a wide range of duties involving heavy lifting and hands-on cooking. The writer took on an active role in the daily operations of buffet service, unlike trainees with more limited responsibilities. The writer role involved cooking, grilling, and using the griddle for preparing various dishes.

The writer duties were varied and included the responsibility of ensuring that the food was presented in an appealing manner. The writer was responsible for the garnishes made for various dishes and the presentation of food to enhance its appearance on the buffet. It was The writer responsibility to put together dishes that were both delicious and presented well.

The writer did not have a limited role for the daily kitchen operation, as The writer job also included physically demanding duties such as moving heavy containers and a part of the effort needed to ensuring the efficient rundown and set-up for the buffet. Through these duties, I gained experience in a fast-paced buffet environment, developed skills working alongside other chefs, and was trusted by the culinary team at the hotel.

*Table 3.3 General job description*

Time	Job Description
Daily	<p>Noodle section, Dumpling section, laksa section, Buffet runner, helper all section</p> <p><b>Morning Preparation Tasks</b></p> <ol style="list-style-type: none"> <li>1. Take ice for display lunch seafood.</li> <li>2. Change the water on for all the chef Kitchen Sanitizer.</li> </ol>

	<p>3. Taking sample food and vacuum sealed the sample</p> <p>4. Look after and cook at the noodle section and serve guests,also refill the condiments at the section.</p> <p>5. Refill all the buffet menu,from salad,cold cut,all kind of nut,cheese,dressings,sushi section,dumpling section,porridge,canape of various kind.</p> <p>6. Help the egg station,hot kitchen and chinese chef at breakfast</p> <p>7. closing the breakfast section,taking machine photo sample,clear up all the buffet food to food recycle bin,clear up the decoration and decorate it to lunch set up.</p> <p>Preparations</p> <ol style="list-style-type: none"> <li>1. Making premade laksa for laksa section at lunch and dinner</li> <li>2. Putting seasoned fish into tray for frying at dinner</li> <li>3. Separating Yellow leaf and flower at pok choy and other vegetables</li> </ol> <p>Cutting vegetables and other proteins</p> <ol style="list-style-type: none"> <li>1. Cutting Mushrooms into several pieces for Chinese cuisine</li> <li>2. Carrots and Lotus inti big chunks for soup</li> <li>3. Brocoli, Cauliflower small cut for Chinese cuisine, Turnip+ Carrots for chinese salad,</li> <li>4. Cabbage cut into several pieces fir noodle section, Kauchoy cut into medium size also for noodle section,</li> <li>5. Tofu, Sausage, Fish ball, and any other imitation fish related ball</li> <li>6. Fish maw cut into big chunk for Chinese cuisine Dried chilli cut into small pieces for Chinese cuisine</li> </ol> <p>Refill and take care all of the sauce and buffet condiments.</p>
Wednesday, and Sunday	Checking and changing all food label Day dot for all chinese section chiller

On Wednesdays and Sundays, trainees are specifically assigned to change the food day dots for the Chinese section chillers after lunch, around 2:30 PM. This task involves updating the labels to ensure food safety and quality for the three chillers in that section. Additionally, trainees assist with receiving deliveries on Mondays, Wednesdays, and Fridays, helping to check and label goods before they are properly stored in the inventory.

### **3.1 Problem and Solution**

Many difficulties arose in daily operations during the internship at W Hotel Hong Kong's kitchen. The obstacles faced and the solutions used to address them are presented below:

- 1. Lack of stock During Peak Customer level**

A major difficulty faced during the internship at W Hotel Hong Kong was the insufficient stock during periods of high guest occupancy. This frequently required modifications to menu choices, like reducing serving sizes or replacing items with other options. For example, when sought-after items were in short supply, it obstructed the capacity to fulfill guest expectations and uphold the hotel's high service standards. To address this problem, it is essential to establish a stronger inventory management system that precisely predicts demand based on occupancy levels and past data. Furthermore, creating connections with various suppliers can guarantee a consistent supply of ingredients, enabling quick replenishment and reducing the necessity for last-minute menu alterations. By adopting this proactive strategy, kitchen efficiency can be boosted and overall guest satisfaction increased, as it guarantees that food options stay in stock and consistent, even in busy times.

- 2. Communication Difficulties from Language barrier**

During The writer internship at W Hotel Hong Kong, a significant challenge was the communication barrier due to language differences. English is important communication tools abroad (Listiana et al., 2025), but as an Indonesian using English, the writer frequently struggled to communicate and catch instructions clearly with the chefs, who also had limited English. This sometimes resulted in miscommunications about food preparation and presentation, particularly during hectic service times. To solve this problem, it is crucial to develop a deeper thought of non-verbal signals and the context of situations. By watching body language and responses, the writer can better assist the chefs' needs and expectations. Moreover, promoting a culture of open

discussion, where team members feel at ease requesting clarification, can greatly improve communication. Using visual aids or diagrams for complicated recipes can also help close the language gap, making sure everyone understands clearly. Creating a space of understanding and assistance will not only ease communication barriers but also enhance team unity and boost overall operational effectiveness.

### 3. Section inconsistent training owing to lack of personnel

The kitchen crew found their trainee rotations difficult to manage due to high workloads and limited personnel. This influenced the opportunity to see every major section. Proactively seeking learning possibilities during slower hours enabled me to get more experience outside the given department and demonstrated initiative to the team.

