

## CHAPTER III

### TRAINEE PERFORMANCE

#### 3.1 Placement and Coordination

Four Points by Sheraton Bekasi consists of various departments that work collaboratively to ensure the smooth operation of hotel services. The Pastry and Bakery Production Department plays an important role in daily kitchen operations and maintains close coordination with other departments, including Food Production, Housekeeping, Front Office, Purchasing, Receiving, Security, Marketing Communication, Engineering, Information Technology, and Human Resources. The following section explains how the Pastry and Bakery Department coordinates with other departments within Four Points by Sheraton Bekasi.

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

Coordination with the Food Production Department is crucial, especially with the hot kitchen and cold kitchen. The hot kitchen may request bakery items such as buns, brioche, or baguettes for main courses, while the cold kitchen may need sweet sauces or cake bases for plated desserts. Daily communication ensures consistency and timely delivery of these items.

##### **2. Pastry and Bakery Department and Housekeeping Department**

Housekeeping supports the cleanliness of the restaurant area, including regular cleaning of garbage areas, and staff restrooms. They also provide daily clean uniforms, aprons, and chef hats, and handle the disposal of waste in accordance with hotel hygiene standards.

##### **3. Pastry and Bakery Department and Front Office Department**

The Front Office coordinates in-room dining orders that include bakery or dessert items. Orders placed through the POS system are sent to the pastry kitchen to ensure prompt preparation and delivery to guest rooms.

#### **4. Pastry and Bakery Department and Purchasing Department**

Purchasing handles procurement of ingredients and materials such as flour, chocolate, dairy products, and packaging. They ensure that requests from the pastry and bakery team are fulfilled in a timely manner and that high-quality items are sourced. Any non-regular items are sourced directly through vendor coordination.

#### **5. Pastry and Bakery Department and Receiving Department**

Receiving is responsible for checking the quality and quantity of goods ordered by the pastry kitchen. They ensure that all items received meet hotel standards before being accepted into storage.

#### **6. Pastry and Bakery Department and Security Department**

Security ensures the safety of staff and the kitchen area. Any items taken out of the department, such as cakes for external events, must be documented through a delivery pass. Security also manages staff attendance using fingerprint systems and key control for restricted areas.

#### **7. Pastry and Bakery Department and Marketing Communication Department**

Marketing communication assists in promoting new seasonal pastries, cake products, and special hampers. They organize photoshoots, prepare social media content, and help design promotional materials for dessert menus or festive offerings.

#### **8. Pastry and Bakery Department and Engineering Department**

Engineering ensures all pastry equipment—such as ovens, chillers, blast freezers, and mixers—remain functional. In case of equipment failure, the engineering team is contacted to conduct immediate repairs or maintenance.

#### **9. Pastry and Bakery Department and IT Department**

IT is responsible for ensuring that the POS system reflects any updated dessert or bakery menu items and that kitchen printers are functioning. They also assist with software access and systems used for ordering and inventory.

## **10. Pastry and Bakery Department and HR Department**

HR supports staffing for the pastry team, including recruitment, onboarding, and training. They also manage shift schedules, performance reviews, appraisals, and staff welfare needs such as locker assignments and work permits.

### **3.2 Job Description**

The internship was carried out in the Pastry and Bakery Production Department at Four Points by Sheraton Bekasi for a period of six months. During the internship, responsibilities were divided between assisting the pastry and bakery team in daily production and supporting event-based requests.

Daily tasks in the pastry department included scaling ingredients, mixing, and baking a variety of cake products such as sponge cake, pound cake, brownies, cheesecake, carrot cake, choux and variety of mousse, cream and glaze. Products were prepared for breakfast service, à la carte orders, and banquet operations. There was also involvement in the creation of items for the hotel's signature afternoon tea, buffet services, and room amenities.

Additional responsibilities included:

1. Organizing mise en place based on daily production sheets.
2. Ensuring all items were labeled and stored according to food safety standards.
3. Maintaining cleanliness and hygiene in assigned work areas.
4. Assisting chefs in preparing à la carte orders during busy hours.
5. Participating in preparation for seasonal offerings and special events.

This internship provided valuable exposure to the luxury hospitality pastry kitchen environment, enhanced technical baking and pastry skills, and developed efficiency, precision, and teamwork under the supervision of experienced chefs.

**Table 3.1. Job Description**

<b>Section</b>	<b>Job Description</b>
Pastry	<ol style="list-style-type: none"><li>1. Preparing breakfast condiments, ice cream and products mix such as pancake, waffle, french toast royal, and muffin.</li><li>2. Clearing up breakfast and lunch, as well as refilling and refresh all condiments, ice cream, sweet porridge and other items, ensuring all products displayed in the restaurant during dining hour align with the hotel's standard.</li><li>3. Setup lunch and dinner cakes and other products in every outlet and meeting rooms in the hotel.</li><li>4. Assisting Chef or Commis while preparing for banquet cake stock such as sponge cake, marble cake, fruit cake, brownies, cheesecake, mousse, glaze or any project for festive season.</li><li>5. Receiving items and applying FIFO systems while storing all the newly received item in dry store, chiller or freezer.</li></ol>

### **3.3 Problem and Solution**

While undergoing the internship at Four Points by Sheraton Bekasi, the writer encountered several challenges within the kitchen environment. These issues provided valuable learning opportunities and helped develop the writer's adaptability and initiative. Below are the main problems experienced and the solutions implemented or proposed:

#### **1. Limited Pastry Working Space**

The limited working space in the Pastry and Bakery Department at Four Points by Sheraton Bekasi became a significant issue during daily operations. The pastry section operates in a compact area integrated into the central kitchen while handling multiple responsibilities such as breakfast production, banquet preparation, afternoon tea, and à la carte orders. This condition often creates a stressful working environment for the pastry team. In addition, the working area frequently does not maintain an ideal temperature, which causes difficulties during chocolate preparation, as proper tempering requires stable and cool conditions. These limitations affect both working comfort and production efficiency.

#### **Solution:**

When multiple staff members were assigned different job responsibilities simultaneously, the serving area was frequently used as an alternative workspace for pastry-related tasks. This included plating desserts, preparing condiments for service setup, and handling special occasion cake slicing requests. By utilizing the serving area, pastry production and service preparation could continue without interrupting other kitchen operations, allowing tasks to be completed on time despite space limitations and high workload conditions.

## **2. Uneven Ingredient Usage**

Uneven distribution of ingredient usage and purchasing budgets within the central kitchen was also encountered during the internship at Four Points by Sheraton Bekasi. Ingredients such as milk, cream, flour, and other pastry-related items are purchased under the Pastry and Bakery Department's budget but are frequently used by other kitchen sections. Although each usage may seem minimal, repeated requests throughout the day can accumulate to approximately 20–35% of the total stock. This situation often results in ingredient shortages and increases pressure on the pastry team during production.

### **Solution:**

To resolve this problem, clearer control and coordination over ingredient management should be implemented across all kitchen sections. The hotel could introduce a shared inventory monitoring system or revise budget allocations based on actual ingredient consumption. Establishing clear guidelines for ingredient usage and strengthening communication between departments would help prevent shortages and support smoother pastry and bakery operations.