

## CHAPTER III

### TRAINEE PERFORMANCE

#### 3.1 Placement and Coordination

While interning at the Westin Hotel Jakarta, the author worked in the Food Production Department, specifically in the Western Cuisine section. This section prepares typical Western food, such as steak, pasta, roast meat, salad, and dessert. The author joined this team for six months. The author worked with many departments during the training. Each department helps with various things that support the kitchen operation:

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

By making breads and desserts, this department assisted us. Brioche, panna cotta, croissants, chocolate fondant, garlic bread, and tartlets were among the dishes. We used their products as plating garnishes, in buffet service, and in à la carte dishes.

##### **2. Food Production Department and Housekeeping Department**

Clean chef uniforms and aprons were provided daily by housekeeping. Additionally, they cleaned communal spaces like locker rooms and staff restrooms. They ensured that the kitchen and pantry areas were stocked with tissues, hand soap, and cleaning spray.

##### **3. Food Production Department and Purchasing & Receiving Department**

Purchasing placed orders for supplies and ingredients by contacting suppliers. Receiving examined each item's quantity and quality. Before delivering them to the kitchen, they checked that the dairy, herbs, meats, and vegetables were all fresh and in good condition.

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

Engineering helped when the equipment in the kitchen was broken or not working well. They fixed the oven, fryer, chiller, gas pipes, or water taps quickly so the kitchen could keep running normally.

##### **5. Food Production Department and IT & POS Support Department**

IT helped update the kitchen POS (Point of Sales) system when the menu changed. They also fixed printer errors when food orders didn't show in the kitchen screen or ticket printer.

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

The Front Office team helped when guests ordered food through *room service*. After the guest ordered by phone or tablet, the Front Office put the order into the system. Then the kitchen would prepare the food, and a room service staff would deliver it to the guests. Sometimes we had to communicate with them if the guest made a special request.

## **7. Food Production Department and Food & Beverage Service Department**

The F&B service team works in restaurants and banquet areas. This team brings food orders to the kitchen and delivers finished dishes to the guests. This department also checks with the kitchen about food allergies, portion size, and plating. Close coordination between kitchen and service staff is important during busy hours to maintain high-quality service.

## **8. Food Production Department and Human Resources Department**

HR handles matters related to trainee orientation, attendance, ID cards, and work schedule. They also help with insurance, BPJS, and provide general support for trainees during the internship period.

### **3.2 Job Description**

The writer completed the internship program in the food production division at The Westin Hotel Jakarta. The writer starts her internship in July 2024 and will complete it in January 2025. The author was placed in the western kitchen with a training duration of six months. Every week, the author has five working days and two days off, with a total of nine until ten working hours, including one hour of rest. There are three shifts for trainees, namely the morning shift (06:00 - 16:00), middle shift (12:00 – 22:00) and the afternoon shift (14:00 - 23:00). Trainees are allowed to get National Holiday (PH) credit if they work on national holidays, and the credit can be used at any time according to the trainee's wishes. Trainees are also allowed

to request time off if they have events/interests on that day. Schedule requests are only allowed before the schedule is made. There are three sections in the western kitchen, namely Hot Kitchen, Cold Kitchen, and Banquet Kitchen. However, during the internship, the author only focused on being at Hot Kitchen.

**Table 3.1** *Period of Internship*

Section	Period	Work Shift
Hot Kitchen	14 July 2025 – 15 January 2026	12:00 – 22:30

The sections have nearly identical job descriptions. The following are the job descriptions that the writer has done during her internship program.

**Table 3.2** *Job Description of the section*

Section	Job Description
Hot Kitchen	<ul style="list-style-type: none"> <li>a) Prepare supplies for the restaurant</li> <li>b) Help maintain the restaurant buffet</li> <li>c) Prepare afternoon tea snacks in the lounge</li> <li>d) Prepare the dinner menu in the lounge</li> <li>e) Take a break</li> <li>f) Shop in the dry store</li> <li>g) Set up the lounge</li> <li>h) Maintain the buffet in the lounge</li> <li>i) Closing the lounge</li> <li>j) Tidy up the restaurant chiller</li> <li>k) Record tomorrow's orders</li> </ul>

The kitchen section provided the writer with diverse experiences, ranging from individual plating and live cooking to large-scale, allowing the writer to develop technical skills, adaptability, and a strong understanding of five-star kitchen operations.

**Table 3.3** *General Job Description*

Time	Job Description
Daily	Pick up pre-cooked pizza Middle Shift: 11:30 Afternoon Shift: 13:30

There are job descriptions that must be done every day, trainees are responsible for picking up some items, especially pre-cooked pizza and baguette for croutons, every day from the bakery. For trainees who come at the morning shift (12:00 PM), they should pick up bread at 11:30 AM, and for trainees who come at the afternoon shift (noon), they should pick up bread at 13:30 PM. Each day, order records are sent in the evening (by trainees on the middle or afternoon shift). Each order is prepared by bakery staff the following morning. Then, each day of the week, trainees and staff on each shift must pick up their orders.

### 3.3 Problem and Solution

During the internship at the Food Production Division at Hotel The Westin Jakarta, the writer encountered several challenges that required adaptation, communication, and critical thinking. These problems were part of the learning experience and helped improve the writer's professional skills.

#### 1. Miscommunication During Order Preparation

Misunderstandings during order preparation, particularly during peak breakfast and lunch times at Seasonal Tastes locations, are one of the issues the author has encountered. For example, the author has encountered situations where customers complained that their poached eggs were mistakenly prepared as fried eggs or that their pasta condiments were incorrectly prepared. The kitchen team addressed this by implementing a practice of "repeat orders," where the production team repeats each order to ensure compliance. The author has also learned to maintain open communication with service staff and other kitchen staff members and to consistently double-check order slips. This has successfully prevented similar errors from recurring.

## 2. Limited Knowledge in Food Preparation Techniques

The second challenge, particularly at the beginning of the internship, was a lack of technical expertise and knowledge in food preparation. Basic skills such as timing meat, cutting vegetables to the right size, and serving according to Westin standards were all challenging for me. I actively sought advice from the Chef de Partie and Demi Chef to overcome this obstacle, and they allowed me to observe their work processes directly as the food was being prepared. The hotel also provided an in-house handbook with guidelines on the optimal temperature for each food and how to store it. Within a few weeks, my technical skills improved dramatically with regular practice and evaluation from my seniors.