

CHAPTER III

TRAINEE PERFORMANCE

3.1 Placement and Coordination

1. Pastry and Bakery Department and Food Production Department

The Pastry and Bakery Department directly coordinates with the Food Production Department (hot kitchen) in serving complete meals to guests. The hot kitchen division is responsible for the main course, while the pastry handles bread, cakes, and desserts. During large events or buffets, these two departments work together in arranging the food presentation flow, dividing the kitchen space, and maintaining harmony of taste and aesthetics. In addition, communication between the pastry chef and the hot kitchen chef is needed for menu adjustments and arranging shared raw material logistics.

2. Pastry and Bakery Department and Housekeeping Department

The relationship between pastry and housekeeping focuses on cleanliness and the provision of work facilities. Housekeeping is responsible for cleaning common areas in the kitchen such as changing rooms, staff toilets, and the kitchen floor. They also provide clean uniforms, aprons, chef hats, and linens used to cover dough or pastry products. In a five-star hotel like Raffles Bali, hygiene standards are very high, so coordination with housekeeping is vital to ensure the production area remains sterile and comfortable.

3. Pastry and Bakery Department and Front Office Department

The Front Office Department plays an important role as a direct liaison with guests. Coordination is needed when guests make special requests such as birthday cakes, wedding cakes, honeymoon amenities, or special desserts for certain diets (gluten-free, sugar-free, vegan, etc.). Information from the front office is conveyed to the pastry so that the product can be prepared according to needs, on time, and according to expectations. In addition, the front office also provides information about special events that will be held by guests in the hotel room or venue.

4. Pastry and Bakery Department and Purchasing Department

Purchasing is responsible for procuring raw materials for pastry production such as flour, sugar, butter, cream, chocolate, yeast, and decorative materials such as edible flowers or gold leaf. Good coordination is needed so that all materials are available on time and in good condition. Pastry staff need to provide detailed information regarding ingredient specifications, quantities, and delivery times. Purchasing also handles vendor approval and ensures that all purchased products meet quality and food safety standards.

5. Pastry and Bakery Department and Receiving Department

The Receiving Department is the first party to receive goods sent by suppliers. They check the quality, quantity, and expiration date of raw materials before they are handed over to the kitchen. Pastry must maintain close communication to ensure that ingredients such as fresh fruit, eggs, dairy products, and other sensitive ingredients are received in perfect condition. If there is a discrepancy or damage to the goods, the pastry department will work with receiving to return or replace them.

6. Pastry and Bakery Department and Security Department

Security plays a role in monitoring the movement of goods and maintaining the security of the kitchen area. For every pastry product that will leave the kitchen area to the event venue (such as a ballroom, restaurant, or beach dining), staff must bring a delivery pass approved by security. In addition, security regulates access control to storage areas such as dry storage and cold rooms, and ensures that all doors are locked securely. Security officers also monitor staff and trainee attendance with a fingerprint system and record guests who enter the kitchen operational area.

7. Pastry and Bakery Department and Marketing Communication Department

Marketing Communication helps promote Pastry and Bakery creations through various channels, including social media, hotel websites, newsletters, and print promotions. They work together to photograph and design promotional materials for products such as seasonal cakes, afternoon tea, or hamper packages. In addition, this division also handles external

communications for special event promotions involving pastry products such as Valentine's Day, Christmas, or High Tea Events.

8. Pastry and Bakery Department and Engineering Department

The Engineering Department is responsible for maintaining kitchen equipment such as convection ovens, deck ovens, planetary mixers, blast chillers, chillers and freezers. If there is damage, such as unstable oven temperatures or problems with the cooler, engineering will immediately make repairs so that the production process is not disrupted. They also carry out preventive maintenance regularly and arrange for the installation of new equipment if necessary

9. Pastry and Bakery Department and IT Department

IT plays a role in supporting the digital systems used in kitchen operations. They ensure that the POS (Point of Sales) system functions properly for ordering cakes or desserts, and support the use of software for inventory control of pastry ingredients. If there is a system disruption such as the printer not printing orders or data is not synchronized, IT immediately steps in to fix it so that operations do not stop.

10. Pastry and Bakery Department and Human Resources (HR) Department

Human Resources facilitates the administrative process of the workforce in the kitchen. They handle trainee orientation, distribution of lockers, uniforms, as well as managing absences and performance evaluations. HR is also a liaison in submitting permits, scheduling internal training, and career development of pastry staff. During the internship, trainees also consult with HR regarding administrative procedures and activity reporting.

With good coordination between departments, the Pastry and Bakery Department can play its role optimally in supporting the quality of hotel services. Each department has its own contribution that complements each other, and this synergy is the main key in maintaining Raffles Bali's reputation as a five-star hotel with world-class service.

3.2 Job Description

As an intern to the Hotel Raffles Bali Pastry and Bakery Department, the trainee will support the daily production of a variety of pastry offerings including breads, cakes, desserts, and baked goods served within the hotel restaurant, in-room dining, and special event venues. Interns are rotated through the core areas of the department and receive a solid skill set. In the cold pastry department, interns assist in preparing important base ingredients such as mousse, pastry cream, jelly, ganache, and coulis, and they plate dessert elements for à la carte, afternoon tea, and VIP amenities. They also learn to prepare garnishes from fresh fruits, chocolate, and edible flowers to use in presentation. Interns engage in the production of different viennoiserie and bread in the bakery environment through weighing material, mixing doughs, proofing, and baking items like sourdough, croissants, baguettes, and brioches. Interns are also engaged in scheduling the baking activity and packaging banquets, room service, and breakfast breads. Interns aid the team in designing birthday and wedding cakes, fashioning showpieces of sugar or chocolate, and aesthetic designs of fondant, sugar flowers, and tempered chocolate in the showpiece and decoration section. They also aid in the upkeep of product displays in showcase counters as per luxury hotel presentation standards. At the storage and preparation room, the interns ought to peel, cut, and portion ingredients, label containers, and practice correct storage in cold and dry stores while maintaining a record of the daily temperature as per HACCP requirements. In addition to production, interns facilitate the cleaning and closing operations by washing equipment, sanitizing the working area, maintaining cleanliness of the mixers, ovens, and chillers, and removing the waste correctly. Typically, interns not only learn technical pastry and bakery skills, but also professional hygiene, food safety, working in a team, communication, and time management within a five-star hotel environment.

Table 2.6. Job Description

Section	Job Desc
Cold Pastry Section	<p>Prepare bases such as pastry creams, mousses, jellies, ganaches, and coulis.</p> <p>Assemble layered desserts for the restaurant, room service, and special events.</p> <p>Create frostings using fresh fruit, chocolates, and edible flowers.</p> <p>Prepare mini pastries for afternoon tea.</p> <p>Decorate cakes for birthdays, honeymoons, and VIP guests.</p> <p>Pack desserts for reception facilities.</p> <p>Maintain cleanliness of preparation areas and monitor refrigerator temperature records.</p>
Bakery Section	<p>Weigh and mix ingredients to make breads such as sourdough, baguette, and brioche.</p> <p>Perform proofing, shaping, scoring, and baking.</p> <p>Prepare laminated dough for croissants, danishes, and pain au chocolat.</p> <p>Manage baking schedules according to outlet needs.</p> <p>Pack breads for breakfast service, room service, and banquet events.</p> <p>Clean and maintain baking equipment including mixers, deck ovens, and proofers.</p>
Showpiece & Decoration	<p>Assist in creating chocolate and sugar displays for special occasions.</p> <p>Decorate cakes for weddings, birthdays, and dessert buffets.</p> <p>Use molds, tempering machines, and chocolate spray guns.</p> <p>Create artistic decorations from fondant, sugar flowers, and chocolate.</p> <p>Arrange products in display cases with a professional aesthetic.</p> <p>Prepare cakes and desserts for romantic dinners and VIP events.</p>
Preparation & Storage	<p>Peel and cut fruits or other ingredients according to the recipe.</p> <p>Weigh ingredients and store in properly labeled containers.</p> <p>Arrange ingredients in cold rooms, refrigerators, and dry storage areas.</p> <p>Record and monitor daily storage temperatures according to HACCP standards.</p> <p>Maintain daily stock rotation and report ingredient usage.</p>

Cleaning & Closing	<p>Clean all equipment and work areas after production. Wash bowls, molds, beaters, spatulas, trays, and utensils.</p> <p>Clean stainless steel tables and shelves.</p> <p>Ensure mixers, ovens, and coolers are clean and ready to use again.</p> <p>Dispose of kitchen waste according to the hotel's waste management SOP.</p>
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3.3 Problem and Solution

During the internship program at the Pastry and Bakery Department of Hotel Raffles Bali, the author experienced several challenges that are common in a professional work environment, especially in a five-star hotel pastry kitchen. These problems provided important lessons on how to be professional, think quickly, and work together in a team. Here are some examples of problems and solutions found.

Table 2.7. Problem and Solution

Problem	Solution
<p><i>Miscalculation of Ingredients</i></p> <p>An error occurred while weighing flour, sugar, or cocoa, resulting in failed recipes and wasted ingredients.</p>	<p>Interns are instructed to always use a calibrated digital scale and double-check ingredient quantities before mixing. Recipes should be recorded, and a supervisor should be consulted if unsure.</p>
<p><i>Lack of Basic Pastry Techniques</i></p> <p>Apprentices are not confident with skills such as chocolate tempering, piping, or croissant shaping.</p>	<p>The chefs provide training and short demonstrations. The apprentices are encouraged to practice during breaks using leftover dough and seek input from the seniors.</p>
<p><i>Poor Time Management</i></p> <p>Interns struggle to complete assignments on time during busy preparation hours or events.</p>	<p>Daily preparation lists and task priorities are provided by the chef. Interns are trained to manage their workflow more efficiently and gradually adapt to the fast-paced kitchen environment.</p>
<p><i>Miss Communication</i></p> <p>Interns The order information was not delivered clearly, especially during busy kitchen operations.</p>	<p>Interns Confirm the order details with the service team before starting any preparation to ensure the order status, uncharged items, and special requests are clearly understood and to avoid miscommunication.</p>

<p><i>Stress During Rush Hours</i></p> <p>Interns often feel overwhelmed and nervous during their assignments, which leads to minor mistakes.</p>	<p>Chefs provide pre-task briefings and assign focused, manageable tasks. Interns are taught to stay calm and communicate clearly with the team.</p>
<p><i>Final Product Below Standard</i></p> <p>Sometimes cakes were too dry or bread didn't rise properly.</p>	<p>The chef provides immediate feedback and allows the apprentice to retry the recipe using correct technique. Mistakes are treated as learning opportunities, not failures.</p>

