

CHAPTER 3

TRAINEE PERFORMANCE

3.1 Placement and Coordination

During the internship program, the writer was placed in the restaurant central at Oakwood All Day Dining and breakfast. The writer oversaw the food and beverage service department for six months. There were five trainees in the food and beverage service department, split into two groups according to their shift times. The writer got the morning shift with one of the trainees. On the morning shift, The writer was in charge of the breakfast service, taking care of the table by prepare for amenities and cutlery for guests. Therefore, the writer and another trainee switched positions to gain experience at both stations. The writer also got a middle shift several times since one of the middle shift trainees stepped out, it starts at noon. On the middle shift, the writer took care of lunch and dinner service. other than that, the writer also helps the cleaning area restaurant, cleaning cutlery and prepare cleaning plat.

Below is the coordination between food and beverage service with another department:

1. Food and Beverage service coordination with Front Office
The front office department will inform the food and beverage service team if there's a request from guests for food such as number of occupants, VIP status, breakfast packages, special requests, and group schedules to f&b service so that restaurant services, room service, room billing, complaint handling. Food and Beverage service coordination with Stewarding
2. If the f&b service team needs by communication daily operational such as restaurant occupancy, banquet and event schedules, peak service hours and special service requirements so that stewarding can prepare, clean and distribute sufficient tableware, glassware, cutlery and kitchen equipment, manage washing and sanitation process.

3. Food and Beverage service coordinate with the Kitchen team
The food and beverage service closely and continuously with the kitchen team by clearly communication for guest order, special request, dietary restrictions, service priorities and timing while also informing the kitchen about restaurant occupancy, reservations, group bookings and peak service periods so that food preparation, cooking sequence, plating and delivery are well aligned, minimizing errors and delays, maintaining food quality and presentation and ensuring smooth service operation and high guest satisfaction.
4. Food and Beverage service coordinate with Purchasing
The Food and Beverage service will coordinate with the purchasing department on the by clearly communication menu plans, predicted guest volume, banquet and events requirements, stock availability and urgent needs so that all food ingredients, beverages and operating supplies are procured in the right quantity and timing, preventing shortages or overstock, supporting cost control, maintaining consistent product standards, and ensuring uninterrupted and efficient Food and Beverage service for guests.
5. Food and Beverage service coordinate with Receiving
Closely and continuously with the receiving departments by communication expected deliveries, required quantities, quality standards, and urgent operational needs so that all incoming condition and accuracy against purchase orders before being accepted. Recorded and distributed to the appropriate outlets, ensuring consistent product quality, proper inventory control and smooth, uninterrupted food and beverage service operations.
6. Food and Beverage service coordinate with Human Resources
Resource department by clearly communication manpower planning, daily performance issues to those sufficient and competent employees are recommended.
7. Food and Beverage service coordinate with Security
Communication daily operational activities, event and banquets schedules, peak service hours, VIP attendance and operational risk areas so that crowd control, access management, asset protection, emergency responses, and guest safety can be properly handled ensuring a secure.

8. Food and Beverage service coordinate with Sales and Marketing Food and Beverage service will coordinate with this department about the by aligning menu offerings, pricing, promotion, and operational capacity with confirmed group bookings, event and corporate agreement so that all sales commitments can be delivered and guest expectation are fully.
9. Food and Beverage service with Housekeeping Food and beverage service will coordinate with the housekeeping department to ensure the sharing information on restaurant cleanliness standards, outlet operating hours, event and banquet schedules, special guest requirements so that dining areas, service stations, linen uniforms and smooth food and beverage operations, hygiene standards and a comfortable dining experience for guest.
10. Food and Beverage service with Engineering F&B service by communicating equipment conditions, maintenance schedules and urgent technical issues related to kitchen appliances, refrigeration, gas, electricity, and water systems so that all facilities function safely and efficiently, breakdown are prevented or quickly resolved, food quality and safety standards are maintained and uninterrupted food and beverage operations can be delivered to guest

3.2 Job Description

The writer began internship on 8 July 2025 and finished on 7 January 2026. Throughout the internship program at Oakwood Jakarta, The writer was assigned to the central kitchen in the pastry and bakery department. There are two shifts for trainees, The morning shift started at 7am and the midday shift started at 12pm.

Table 3.1 Internship Period

Section	Period	Work Shift
Food and beverage service	8 July 2025-7 January 2026	Morning 07.00 am-04.00 pm Middle 12.00 pm-09.00

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Each shift had different tasks. Below are the tasks the writer completed during the internship period.

Table 3.2 Job Description

Shift	Job description
Morning shift	Taking care of the table area station in breakfast service: 1. service for guest 2. coffee station While managing the station, the writer was also responsible for replenishing any almost empty cleaning food area, cutlery ne set up items
	Clear the cutlery station once breakfast service ended.
	Prepare items needed for the next day, plate for breakfast service. Here is the supplies are needed: 1. cleaning cutlery 2. cleaning plates 3. preparing the coffee, milk, and juice fruit
	Set up dinner
	Helps the senior by making garnish and take preparation drink for night shift staff
Midday shift	Prepare items needed for the next day, plate for breakfast service. Here is the supplies are needed:

	1. cleaning cutlery
	2. cleaning plates
	3. preparing the coffee, milk, and juice fruit
	Set up dinner
	Helps the senior by making garnish

Additionally, there were days when the writer needed to clean the chiller. This involved removing items from the fridge, discarding any unnecessary or expired items, cleaning the racks, and reorganizing them. From Monday to Friday goods were regularly delivered to the receiving, where the writer was responsible for collecting and organizing them in the dry store.

3.3 Problem and Solution

The writer has undergone several challenges while participating in the internship program.

a. Adapting to new environments

Adapting to a new environment and people was quite challenging for the writer during the initial stages of internship. The Writer needed to get familiar with the kitchen layout, equipment, and the people the Writer was working with. In the first week, the writer was confused with the workflow, but over time, the Writer became more familiar with the environment and the Writer tasks.

b. Working with an unsuitable partner

During the internship, the writer has to work with someone whose work style did not align with, which affects efficiency and creates challenges in completing tasks.

Every challenge must have a solution to it therefore the writer implemented several approaches to address the challenges that the Writer encountered during the Writer internship.

a. Adapting to new environments

To adapt to the new environment, the writer tries to observe and learn from the senior and does not hesitate to ask when the Writer is confused.

b. Working with an unsuitable partner

To handle working with an unsuitable partner, the writer tries to communicate clearly with the Writer work partner and divide tasks. The writer also tried to maintain professionalism and did not let personal differences affect the work process.

c. Limited space with excessive staff

To tackle this issue, the writer does half of the job that needs space before the midday staff arrived. By doing so, the Writer make sure that when the place becomes crowded, the Writer has fewer tasks and is easy to do, in which the Writer does not need a lot of space.

d. Limited access lift

Can limited elevator access cause operational delays and inconvenience to guest and staff, and what problem - solving steps can be taken trough inter departmental coordination and elevator usage schedules to ensure smooth operations.