

## **CHAPTER III**

### **TRAINEE PERFORMANCE**

#### **2.3 Placement and Coordination**

During the internship program in the Pastry and Bakery Department, the writer gained practical experience through different work placements each month. Each period had a specific focus that helped the writer understand pastry and bakery operations in a professional hotel environment.

In the first month, the writer was assigned to the pastry afternoon shift, with main responsibility for handling the dinner stall. The tasks included preparing and setting up desserts, refilling products during dinner service, and ensuring that all items were displayed neatly and hygienically. This experience helped the writer understand service flow and time management during busy operational hours.

In the second month, the writer worked in the chocolate section. The main activities were making pralines, chocolate bars, and practicing chocolate tempering. During this period, the writer learned basic chocolate techniques and the importance of temperature control to produce good-quality chocolate with proper texture and shine.

In the third month, the writer was assigned to the morning pastry shift. The focus was on garnishing desserts and handling the stall before service. The writer prepared dessert decorations and ensured that the stall was ready before opening hours. This month improved the writer's attention to detail and understanding of dessert presentation.

In the fourth month, the writer worked in the bakery section, focusing on lamination and dough preparation. The writer helped make dough for croissants, donuts, scones, and focaccia. Through this experience, the

writer learned about dough handling, fermentation, and lamination techniques used in bakery production.

In the final month, the writer returned to the pastry afternoon shift and focused on producing dessert items. The products made included cakes, panna cotta, mousse, and tiramisu. The writer participated in the production process from preparation to finishing, which strengthened practical skills and teamwork.

Overall, this internship provided valuable experience and improved the writer's technical skills, discipline, and understanding of professional pastry and bakery operations.

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

### **Department**

At The St. Regis Jakarta, Rose Gourmand Deli and Bel Etage Restaurant operates as part of the Food & Beverage division, and its daily operations are closely connected to various other departments to ensure seamless service and guest satisfaction. The Kitchen Department, particularly the pastry and bakery teams, plays a central role in preparing high-quality products sold at the Rose Gourmand Deli and Bel Etage Restaurant, ensuring consistency in taste and presentation.

## **2. Pastry and Bakery Department and House Keeping**

### **Department**

Housekeeping supports the cleanliness and hygiene of the Rose Gourmand Deli and Bel Etage Restaurant area, including dining and display spaces, aligning with five-star luxury standards.

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

Coordination with the Front Office is essential for guest communication, especially when handling special orders, room deliveries, or providing recommendations to in-house guests.

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

The Purchasing Department is responsible for sourcing quality ingredients, packaging, and supplies needed by the Rose Gourmand Deli and Bel Etage Restaurant, while the Receiving Department ensures these items are checked for quality and delivered in a timely manner.

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

Security maintains safety around the Rose Gourmand Deli and Bel Etage Restaurant, monitors for loss prevention, and ensures the protection of both staff and guests. Marketing Communication works closely with the Rose Gourmand Deli and Bel Etage Restaurant team to promote seasonal products, festive hampers, or social media campaigns that highlight signature items, contributing to brand visibility and sales.

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

Meanwhile, Engineering ensures all equipment such as chillers, ovens, and display cabinets function properly, minimizing disruptions to service. The IT Department supports the Point of Sales (POS) system, payment devices, and internal communications, all of which are vital for efficient transactions and operations.

#### **7. Pastry and Bakery Department and Human Resources Department**

Lastly, Human Resources plays a key role in staff recruitment, training, and welfare, ensuring that the Rose Gourmand Deli and Bel Etage Restaurant are staffed with well-trained team members who embody the service standards of The St. Regis brand. These interdepartmental relationships are essential to the successful operation of Rose Gourmand Deli and Bel Etage Restaurant, emphasizing the importance of teamwork and communication across all units within the hotel.

### **2.4 Job Description**

During my internship at St. Regis Jakarta Hotel and Residence, I was assigned to the Pastry Am, Pastry pm, Chocolate, and Bakery Section, where I assisted in the production of various bakery, chocolate and many various

dessert items. My daily tasks included preparing ingredients such as scaling flour, sugar, eggs, and butter according to standardized recipes, assisting in mixing doughs for croissants, Danish pastries, and artisan breads, and helping with the lamination process for. I also supported the pastry team in baking cakes, tarts, and cookies, as well as decorating desserts with chocolate garnishes, fresh fruits, and glazes. Additionally, I was responsible for portioning, labeling, and storing items in accordance with hygiene standards and FIFO (First In First Out) procedures. I frequently assisted with setting up the deli display, ensuring that all items were attractively arranged and restocked as needed. This hands-on experience gave me valuable exposure to the fast-paced operations of a luxury hotel bakery, strengthened my pastry techniques, and taught me the importance of teamwork, attention to detail, and maintaining high culinary standards.

## **2.5 Problem and Solution**

Preparing in the pastry and bakery division is an fundamental portion of creating proficient abilities in the neighborliness industry. Through hands-on hone, learners learn generation strategies, cleanliness guidelines, and collaboration. In any case, amid the preparing period, a few operational challenges were distinguished, especially related to restricted workspace and negligible gear. These issues altogether influence the proficiency of operations and the generally learning experience.

One of the fundamental issues is that the kitchen workspace is as well little for the number of individuals included in every day operations and preparing. Baked good generation requires satisfactory space for planning, scaling, blending, preparing, and wrapping up. When numerous learners work in a kept region, development gets to be limited and workstations are shared. This circumstance frequently causes delays, disturbs workflow, and increments the hazard of work environment mishances, such as bumping into others whereas carrying hot plate or sharp tools.

Another noteworthy issue is the need of adequate hardware. A few basic apparatuses are accessible in restricted amounts, which moderates down the generation handle. For case, the baked good office has an deficiently number of computerized scales. Since exact scaling is pivotal in cake generation, learners must hold up their turn to degree fixings. This holding up time causes delays and makes the by and large operation take much longer than arranged. Also, restricted get to to blenders and preparing hardware encourage diminishes efficiency and learning opportunities.

To address the issue of constrained workspace, the baked good office can make strides kitchen organization and planning. Improving workstations and capacity ranges can offer assistance maximize accessible space and progress development inside the kitchen. Besides, learners can be isolated into littler bunches with pivoting plans, permitting each person to work more comfortably and securely without stuffing the workspace.

In terms of gear impediments, the division ought to prioritize the acquirement of fundamental instruments. Including more advanced scales, indeed in little amounts, would essentially decrease holding up time amid operations and guarantee exact estimations. If budget limitations exist, administration can execute an equipment-sharing plan to guarantee reasonable and proficient utilize. Standard support and appropriate capacity of hardware are moreover imperative to expand convenience and avoid damage.

Additionally, superior operational arranging can offer assistance minimize delays. Allotting learners to particular errands and organizing generation steps in a organized arrangement can decrease clog and gear reliance. Clear communication between administrators and learners moreover guarantees smoother coordination amid active generation periods.