Identify Industrial Work Practices in the Food and Beverage Product Department of Grand Ixora Kuta Resort

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Abstract
This research Identify Industrial Work Practices in the Food and Beverage Product Department of Grand Ixora Kuta Resort. It can be used as a guide to improve the quality of work and creativity in entering the tourism industry. Increasing student knowledge in the Food and Beverage products field and implementing training will be helpful later when facing the industrial world. This research is descriptive qualitative research. The document used in this research is taken from Industrial Work Practices in the Food and Beverage Product Department of Grand Ixora Kuta Resort Students’ report. After carrying out industrial work practices, the researcher gained a lot of useful work experience in the form of theories and practical knowledge regarding the Food and Beverage Product field and the ability to work together. In addition, the author has carried out one of the requirements for completing the Food and Beverage Product Study program by carrying out industrial work practices. Keywords: Industrial Work Practices, Food and Beverage Product Department, Quality of work, Tourism industry

INTRODUCTION
Tourism is one sector that is considered in the arena of national development. It is done because tourism is believed to be one of the mainstay sectors in increasing the country's foreign exchange. Tourism development also began to be encouraged. Existing
tourism potentials are starting to be considered for development. This development is intended in addition to increasing state revenue assets to utilize existing resources.

Bali is an icon of Indonesian tourism in the eyes of the world. Bali is the center of tourism in Indonesia and one of the world’s leading tourist destinations. Bali is known to tourists because it has beautiful natural potential, including a tropical climate, green forests, mountains, lakes, rivers, rice fields and beautiful beaches with white and black sand. Besides that, Bali is also better known for its blend of nature with humans and its unique cultural customs, which are based on the concept of harmony and harmony, creating an ideal and high-quality aesthetic condition. Even though Bali is a small island with an area of only 0.29% of the archipelago (5,632.86 km²), it has all the complete elements in it, starting from four lakes, hundreds of rivers, mountains and forest areas stretching along the north coast from west to east. Foreign tourists who repeatedly spend holidays on the island of "Thousand Temples" never feel bored and bored, because they always find a new atmosphere and attractions that are unique and interesting to be enjoyed.

One is a hotel in the Kuta area, namely the Grand Ixora Kuta Resort. Grand Ixora Kuta Resort began operating on October 1st, 2014. Located in the heart of Kuta tourism, to be precise, at Jalan Kartika Plaza no.92 Kuta-Bali, this hotel has a very strategic location which is only 10 minutes from I Gusti Ngurah Rai international airport and about 5 minutes to shopping centers around the Kuta area. Grand Ixora Kuta Resort is a very comfortable and quiet hotel for every hotel visitor. Located in the center of tourist attractions, where guests can only reach it by walking, it is the best culinary tourism area. Grand Ixora Kuta Resort is a hotel that will allow guests to enjoy the beautiful sun and fun things, but after returning, guests will still feel peace and serenity inside.

Besides, as a tourist destination, English must also be considered to support the success of communication with foreign tourists. English is an essential aspect of communication. English exists as a global language. Therefore English is widely regarded as a global language (Anggayana, Nitiasih & Budasi, 2016). It is even known as an international language (Asriyani, Suryawati & Anggayana, 2019). It is done to minimize errors in grammar or English grammar aspects, such as the use of tenses in sentences (Lindawati, Asriyani & Anggayana, 2018).

The skills and components of the language contained in them are still general and less relevant to the needs of student (Sudipa, Susanta, & Anggayana, 2020). Grammar is a
set of rules contained in certain languages (Lindawati, Asriyani & Anggayana, 2019). It is possible to develop their communicative competence in four language skills, namely listening, speaking, reading, and writing skills (Asriyani, Suryawati & Anggayana, 2019).

The primary energy source in terms of language sounds is the presence of air through the lungs (Anggayana, Suparwa, Dhanawaty, & Budasi, 2021). Languages studied can contribute to the Language Development and another researcher around the world (Anggayana, Suparwa, Dhanawaty, & Budasi, 2020).

Even though Indonesia consists of various dialects, it is not an obstacle (Anggayana, Budasi & Suarnajaya, 2014). Speaking English has become a conversation that is often done by foreign tourists (Anggayana, Budasi, & Kusuma, 2019). In these services, facilities, and service quality spearhead in terms of giving a good impression of service (Anggayana & Sari, 2018). In the cultural tourism industry is included (Redianis, Putra & Anggayana, 2019). Since Balinese people conduct many cultural and religious activities (Budasi, Satyawati, & Anggayana, 2021).

The tourism sector can provide economic, social and cultural benefits for all stakeholders of tourism stakeholders (Osin, Pibriari & Anggayana, 2019). One of the developments in tourism is to open opportunities for the millennial generations to conduct tourism in tourism village synergizing different parties, namely, the community and the Government (Osin, Purwaningsih, & Anggayana, 2021). Observing the growth and development of world tourism which continues to move dynamically and the tendency of tourists to travel in various different patterns is an opportunity as well as a challenge for all destinations (Suarthana, Osin, & Anggayana, 2020). It is not surprising that the tourism industry is an important economic sector, where most people work in the tourism industry (Budasi & Anggayana, 2019). The progress of a nation is largely determined by the quality of education of its population (Anggayani & Osin, 2018).

The tourism sector continues to be encouraged because this sector is a mainstay in generating public income and foreign exchange for the country (Suryawati, & Osin, 2019). The development of tourism industry will affect the increasing income of the community around attractions and the creation of employment opportunities (Osin, Kusuma, & Suryawati, 2019). Many language expressions can be used to greet and offer help to the customers. In using those expressions, choosing the proper expression that suits the situation and the degree of the formality is essential (Anggayana, 2022).
The interests of tourism began to explore the potential of the region and as much as possible to package it into alternative tourism products (Suryawati, Dewi, Osin, & Anggayana, 2022). The existence of the tourism industry today has increased significantly both in quantity and quality, which is able to make an economic contribution to the country's foreign exchange (Osin, Pibriari & Anggayana, 2020). Produces rules relating to the use and use of language on hospitality students. It uses theories and other disciplines related to the use of language is essential (Anggayana, 2022). Everyday hospitality students on campus attend lectures and practice according to their respective majors. There are still many found that errors in writing. This is very important to study, considering that hospitality students will often communicate with foreign guests, using English (Anggayana & Wartana, 2022). Technology in this era is increasingly growing, advanced and modern. This requires the existence of quality human resources. Qualified humans are expected to be able to participate in the development of a country (Sengkey, Osin, & Anggayana, 2022).

Based on this description, the authors feel compelled to compile this research to increase knowledge about the Food and Beverage Product Department and develop the theory obtained on campus to be applied to the industrial world. Research conducted while on the job trainee activity aims to apply and develop the abilities possessed by each student as a provision for the future, to add experience in dealing with the real world of work, and to practice the knowledge theory obtained in college in the field. In order to improve the quality of education, especially at tertiary institutions in Bali, the government must be able to apply and carry out equitable education to educate an independent community to achieve common goals. The purpose of the authors in compiling this report includes:

a. As a report, the author has carried out on-the-job training for six months.

b. As a condition for completing graduation after attending on-the-job training and obtaining a training certificate from the hotel.

c. Can directly apply theory & practice provided by the campus while carrying out on-the-job training.

d. To see and know directly the facilities and activities in the field.

e. To find out the obstacles and solutions faced during industrial work practices.

Research questions (a) what are the guidelines for improving the quality of work and creativity at work if you enter the tourism industry? (b) how to increase student
knowledge of Food and Beverage products by implementing training? (c) what are the obstacles and solutions encountered during industrial work practices?

Benefits for Students, it can be used as a guide to improve the quality of work and creativity in entering the tourism industry. Increasing student knowledge in the Food and Beverage products field and implementing training will be helpful later when facing the industrial world. Students can compare all the knowledge obtained from campus and in hotels or restaurants. To see and know directly the facilities and activities in the field. To find out the obstacles and solutions encountered during industrial work practices.

The benefits for Indonesian Hospitality Management Community Academy, it can provide an overview for educational institutions regarding the implementation of work processes that have been carried out in the industry following the tasks that have been carried out, as a guide to the extent of students' knowledge and abilities after going directly into the workforce and comparing how big the difference is between the theory taught on campus and the theory obtained from industrial work practices. It is expected to be able to contribute ideas and as reference material for the writing of subsequent reports.

Benefits for the Hotel, it can contribute ideas or a basis for developing hotels or changing hotels to be even better and more advanced, especially in Food and Beverage products. As a medium that functions to review the extent to which trainee children absorb the knowledge taught by the hotel. The hotel may recommend trainees to be promoted to restaurant employees if the person concerned is considered professional and responsible in carrying out the task and fits the criteria sought. Hotels or restaurants can get additional operational personnel to complete all work quickly.

METHOD

This research is descriptive qualitative research. Braun & Clarke (2013) state that qualitative research involves applying qualitative techniques within a qualitative paradigm, including words (written and spoken language) used as data. It also seeks to understand and interpret more meanings which richly descriptive. This research uses documents. Gomez-Galan (2016) states that a document might be textual content, a visual representation, or an item. Official educational reports, circular letters, personal papers, internet documents, books, images, videos, and any other mechanism that gives information on the study subject are examples of documents. The document used in this research is taken from Industrial
Work Practices in the Food and Beverage Product Department of Grand Ixora Kuta Resort Students’ report.

This research uses three steps analysis as proposed by Miles & Huberman (1994), including data reduction, data display, and data conclusion. Data reduction emphasizes the need to keep the data brief, focus on the topics, and arrange the data in a logical sequence. The researcher selects the data. The researcher concentrates only on the textual data of the student. The data are structured and presented such that it would be simpler to understand by showing them. Displaying data in this study may be photos, tables, or charts. After describing and evaluating the data obtained continually during the study, the researcher came to conclusions after interpreting the previously collected data.

FINDING AND DISCUSSION

History of the Establishment of Grand Ixora Kuta Resort. Grand Ixora Kuta Resort was established on October 1st, 2014. Located in the heart of Kuta tourism, precisely at Jalan Kartika Plaza no. 92 Kuta - Bali, this hotel has a very strategic location which is only 10 minutes from Ngurah Rai international airport and about 5 minutes to shopping centers around the Kuta area. Grand Ixora Kuta Resort is a very comfortable and quiet hotel for every hotel visitor. Located in the center of tourist attractions, where guests can only reach it by walking, it is the best culinary tourism area.

Grand Ixora Kuta Resort is a hotel that will allow guests to enjoy the beautiful sun and pleasant things, but after returning, guests will still feel peace and serenity inside. Grand Ixora Kuta Resort is located in Kuta, precisely on Jalan. Kartika Plaza No. 92, Kuta, Kec. Kuta, Badung, Bali 80361, telephone : (0361) 759 099 web: https://www.grandixora.com email: reservation@grandixora.com.

Hotel Facilities include (a) 135 rooms consisting of a Superior room, deluxe room, deluxe pool view, and junior switch. (b) Restaurants & Bars The restaurant is the first restaurant you will see when you enter. Ala carte menu service and serving Western and Bollywood food. The restaurant also provides Buffe. The restaurant is open from 07.00 WITA to 22.00 WITA serving breakfast, lunch and dinner. (c) Swimming pool & pool bar, the swimming pool is 1.2 meters deep, 7.5 meters wide and 15 meters long. The swimming pool is open from 08.00 am to 10.00 pm and serves a pool bar which is open from 08.00 am to 11.00 pm. (d) Jasmine SPA, Jasmine SPA is open from 09.00 am to 11.00 pm. (e) Multi-
Function Room has two multi-function rooms, namely Plumeria 1 and Plumeria 2, which are used for copy breaks, meetings and other important hotel events. (f) The lobby lounge is the main place guests visit to carry out the registration process and, simultaneously, a place of information for guests. (g) Business Center, the business center is a section of the Front Office Department that provides distinct benefits for the hotel, such as shuttles for guests from the airport to the hotel. (h) Guest Activities offers various activities to guests in the hotel. (i) 24 Hours Security, security is 24 hours at the hotel to maintain the security and comfort of the hotel. (j) CCTV, There are several CCTVs in the corner of the room to reduce the possible crime rate in the hotel area.

Organizational Structure of the F & B Product Department

![Organizational Structure of the F & B Product Department]

Duties and Authorities of Each Position In the kitchen organization, there are several positions and their respective duties, namely:

1. Chef De Partie
   a. Supervise the work in the section he leads.
   b. Conduct daily briefings.
   c. Examine food ingredients and record ingredients that need to be ordered daily.
   d. Distribute routine work to all its staff.
   e. Assist in solving problems in the kitchen.
   f. Responsible for all activities in the kitchen.
   g. Responsible for compiling the menu and detailing the costs required to make food.
2. Commission
   a. Control activities in the kitchen.
   b. Help work in the kitchen.
   c. Check the ingredients for breakfast.
3. Daily workers
   a. Prepare cooking ingredients.
   b. Accept all tasks given by superiors.
   c. Collaborate with cooks.
4. Trainees
   a. Preparing cooking ingredients and helping seniors.
   b. Receive instructions and follow up immediately on all assignments given by seniors.
   c. Responsible for the completeness of cooking ingredients in the section.

Practice Activities

Placement Outlets

   During the Industrial Work Practice for 6 months at Grand Ixora Kuta Resort, the researcher was placed in a hot kitchen, cold kitchen, and butcher.

   • Hot kitchen is a place to make the main course, soup and sauce.
   • Cold kitchen is a place to make appetizers, salads, and dressings.
   • Butcher is a place where meat is portioned according to the menu and a place to cut all kinds of meat and fish.

Tasks on Each Shift

   In the operation of Grand Ixora Kuta Resort, especially in the kitchen, a cook helper or trainee has 2 shifts, namely:

   • Morning shift: 06.00 – 14.00 WITA
   • Afternoon shift: 14.00 - 22.00 WITA

   For each shift, the cook trainees work 8 hours/day, 1 hour rest and 7 hours work.
a. Morning shift:
   1. Before starting work, we must read the log book.
   2. Prepare for breakfast.
   3. Cooking breakfast and set up.
   4. Handle breakfast buffet.
   5. Closing breakfast.
   6. Prepare breakfast for tomorrow.

b. Afternoon shift:
   1. Handle with morning shift.
   2. Over double check prepare a la carte.
   3. Handle a la carte.
   4. Handle dinner, if any.
   5. Clean kitchen areas.

Constraints and Efforts Made

a. Obstacles encountered
   1. Don’t dare to make food yet.
   2. Less able to adapt to the new environment.
   3. Don’t know the cooking utensils in the hotel.
   4. Don’t know the menu at the hotel.

b. Attempts made
   1. Dare to try and have curiosity.
   2. Be more active in asking seniors and trying to remember them.
   3. Always responsible with work.
Achieved Success

In addition to the obstacles faced, the researcher also obtained success when carrying out Industrial Work Practices, namely:

a. Increased insight into the tourism industry, especially in the hospitality sector.
b. Can get used to and be responsible for work.
c. Can learn independently and know the procedures for food processing.
d. You can already make menus or food there, such as sandwiches, burgers, fried rice and fried noodles.

Comparison of Theory and Practice

Equation of Theory and Practice

As the researcher experienced during practice, there is almost no similarity between Industrial Work Practice and Theory. However, there are some similarities:

1. How to brief

The practice methods are almost the same as those on campus. Before work, all trainees and staff conduct a briefing before starting work.

2. How to cook

The method in practice is almost the same as the method taught on campus.

3. The preparation process

Preparing food ingredients at the practice site is almost the same as what is taught on campus. Starting from preparing ingredients, cleaning where we work, and cutting food ingredients.

Differences in Theory and Practice

In the world of practice, of course, there are many differences between theory and studying on campus. The difference is:

a. How to dress (grooming)

Dressing procedures, in theory, are, of course, different from practice. Especially in the Grand Ixora Kuta Resort has a black characteristic.
b. Attendance time

The time of attendance in the industry is very different from when we were on campus. When on campus, we must come on time during lecture hours, both theory and practice. But in the industry, we must be at the hotel 15 minutes before check-in time.

c. How to use the equipment

The way to use the equipment is, of course, different. Equipment in the industry is more complete than on campus. So the method of use is different.

CONCLUSION

Industrial work practice is one of the educational programs that all students must carry out to complete the education program. This program provides many benefits to students, including practicing various knowledge obtained on campus and knowing firsthand how the world of tourism is, especially in the field of Catering.

After carrying out industrial work practices, the author gained a lot of useful work experience both in the form of new theory and practical knowledge regarding the field of culinary arts and the ability to work together. In addition, the author has carried out one of the requirements in completing the Culinary Study program by carrying out industrial work practices.

Suggestions during industrial work practice activities, there are several suggestions that the author will convey, including:

(1) Advice For Grand Ixora Kuta Resort

a. If it can increase the quality of facilities and equipment.

b. Remain open to accepting trainee students from schools and campuses so that they can produce a professional and competent workforce.

c. Adding employees to speed up work.

d. Provide more opportunities for trainees to apply all the lessons learned, so they can determine the extent of their ability to absorb the knowledge provided.

e. Getting friendly with the trainees so they are not awkward in carrying out the tasks.
(2) Suggestions for Indonesian Hospitality Management Community Academy

a. Hopefully, the campus can continue cooperating with five-star hotels in Bali, to facilitate training placements.

b. Providing sufficient education before being released into the industrial world.

c. Hopefully, the campus can improve student discipline because that is our main capital in the tourism industry.

d. Improving the quality of lecturers to create qualified and professional workforce candidates.

REFERENCES


