

INTERNSHIP REPORT
HONG KONG SKYCITY MARRIOTT HOTEL

REPORT

Submitted to Fulfill One of the Requirements
In Completing the Real Work Practice Program



Created by:

KHELIN KRISTINA

STUDENT NUMBER: 2023030031

CULINARY MANAGEMENT
BATAM TOURISM POLYTECHNIC

2024/2025

APPROVAL SHEET

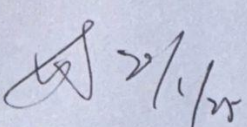
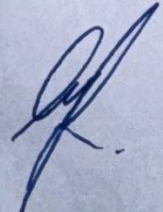
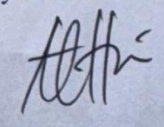
ON THE JOB TRAINING REPORT

In partial fulfillment of the first internship program of Batam Tourism Polytechnic's *Culinary Management* in Hong Kong SkyCity Marriott hotel with a period starting from 6th August 2024 until 24th January 2025, this report has been prepared and submitted by:

Name: Khelin Kristina

Student Number: 2023030031

Hong Kong, 7th January 2025

Approved and authorized by		
Human Resources Department  Ms. Rita Wong	Executive Chef  Mr. Marco Cheung	Head of study program  Ms. Rosie Oktavia P.R., SE., MM. Par NIDN: 1007109204
OJT Report advisor  Ms. Kamelia Santika, A.Md NIDN : 2210360	On The Job coordinator / Batam Tourism Polytechnic  Mr. Khatir NIK: 2208356	

FOREWORD

With all praise to the presence of God, the almighty god, who has been giving all the good things, until we can through this international internship in Hong Kong Sky City Marriott Hotel within 6 months. The point of making this report was to fulfil one of the requirements for completing an internship for a student majoring in Culinary management from Batam Tourism Polytechnic.

For this opportunity, the writer would like to say thank you for all of your help, guidance, and direction in order to make this report finished. Therefore, the writer would like to express her gratitude to the following honorable colleagues:

1. Mrs. Siska Amelia Maldin, M.Pd, as a director in Batam Tourism polytechnic.
2. Ms. Rosie Oktavia P.R., MM. Par, as chair of Culinary Management study program in Batam Tourism Polytechnic.
3. Mrs. Kamelia Santika, A.Md as the *On The Job training* report advisor that provided a lot of suggestions and guidance during the preparation of this report.
4. Mr. Leo Cheung; Mr. Edwin Cheung; Ms. Rita Wong; and Ms. Cherrie Cheung as *Human Resources Department* who helped and provided writer's needs through internship period and also provide information for this report.
5. Mr. Marco Cheung, as *Executive Chef* who provided writer's needs through internship period and who have put trust in writer to work under Sky City's food and beverages kitchen.
6. Mr. Au Yeung Ho Yin, as *Western Kitchen Sous Chef* who gave a lots of lesson and guidance about working in hotel's kitchen, and also being a supportive partner during writer's training period.
7. All of the staffs of *Bistro Western Kitchen* and *Cold Kitchen Banquet* who welcomed and put so much trust to the writer for being their work's partner, and gave a lot of knowledges throughout internship.
8. All the lectures of Culinary Management study program in Batam Tourism Polytechnic.
9. The writer's parents, who are supported her in every situations throughout internship period.
10. All parties who have helped directly or indirectly for preparation of this report.

The writer hope this report could give benefits for those who have read it, especially students of Batam Tourism Polytechnic.

Hong Kong, 10 January 2025

Khelin Kristina

2023030031

List of contents

FOREWORD	i
List of contents.....	iv
List of figures	v
CHAPTER I	1
INTRODUCTION	1
A. Background	1
C. Benefits of On The Job Training.....	2
D. Hotel Identity.....	3
E. Place and time of implementation	4
Chapter II	5
About Hong Kong SkyCity Marriott Hotel	5
A. Organization structure.....	6
B. Hong Kong SkyCity Marriott Hotel Facilities	7
CHAPTER III.....	19
PLACEMENT ON THE JOB TRAINING	19
A. Placement On The Job Training	19
B. Job each section.....	19
CHAPTER IV.....	21
CLOSING	21
A. Conclusion.....	21
B. Suggestion.....	21
C. Documentation.....	23

List of figures

Picture 1.1 Hong Kong SkyCity Marriott Hotel

Picture 1.1 Marriott's International newest slogan

Picture 2.1 *Guest room, 1 King*

Picture 2.2 Guest room, 2 double

Picture 2.3 Guest room, 1 King, Sea view

Picture 2.4 guest room, double bed, sea view

Picture 2.5 *executive lounge access, 1 king*

Picture 2.6 executive lounge access, 1 king, sea view

Picture 2.7 executive lounge access, double bed

Picture 2.8 executive lounge access, double bed, sea view

Picture 2.9 Executive lounge access, 1-bedroom suite, king

Picture 2.10 Executive lounge access, 1-bedroom larger suite, 1 king

Picture 2.11 Executive lounge access, 1 Bedroom President suite

Picture 2.12 Executive lounge access, 1 Bedroom Vice president suite

Picture 2.2.1 Man Ho Chinese Restaurant

Picture 2.2.2 Velocity Bar And Grill

Picture 2.2.3 SkyCity Bistro

Picture 2.3.1 Business Centre Boardroom

Picture 2.3.2 Indoor swimming pool

Picture 2.3.4 Quan spa

Picture 2.3.5 Fitness Centre

CHAPTER I

INTRODUCTION

A. Background

The hotel sector in Hong Kong is a vital component of the tourism industry which greatly influences the city's economy. As one of the world's leading tourist destinations, Hong Kong offers various attractive attractions for tourists, from rich culture to diverse culinary delights. However, this sector is also facing major challenges due to the COVID-19 pandemic which has changed the landscape of the tourism industry globally. Border closures and travel restrictions caused a drastic decline in the number of international visitors and had a significant impact on hotel occupancy rates.

A skilled workforce is essential to navigate the challenges of global competition today and in the future. Education plays a crucial role in preparing students for the industry, particularly through practical work experiences. The author had the opportunity to intern at the Hong Kong Marriott Sky City, a five-star hotel under Marriott Bonvoy. This internship is part of the curriculum at Batam Tourism Polytechnic, specifically within the Culinary Management program, which equips students with knowledge and practical skills applicable in the hospitality industry

B. Purpose of On-The-Job Training

The objectives are as follows:

- a. OJT allows employees to learn and apply new skills in real-time, thereby increasing their ability to perform specific tasks effectively.
- b. Through OJT, employees get to know the company's culture, values and operational procedures.

- c. To find out more about culinary knowledges and kitchen products, especially in hotels.
- d. Train cooperation in teamwork.
- e. To find out the duties of kitchen staffs.
- f. Employees who are trained in a work environment actually tend to be more productive because they can immediately apply what they learn.
- g. Training in real-world contexts exposes employees to the challenges they will face in their roles.
- h. Mental training, discipline, and responsibility.
- i. Know the work procedures of making an F&B's product.
- j. Add insight experience and friendship.
- k. Know the scope of hospitality

C. Benefits of On The Job Training

The benefits of this industrial work practice are:

- 1. Benefits for student:
 - a. The author can apply and improve the knowledge gained at the hotel.
 - b. Direct experience in carrying out work tasks can increase students' self-confidence.
 - c. Add and improve skills and experience in the field of practice.
- 2. Benefits for campus
 - a. Improving cooperative relations between universities and hospitality institutions.
 - b. Real work practice programs can be medium for promoting work institutions.
 - c. To be able to know the extent of students understanding of practice.
- 3. Benefits for hotels
 - a. Can establish good relation with educational institutions, especially Batam Tourism Polytechnic. So that it is increasingly recognized by educational institutions as a supplier of labor.

- b. Obtaining new workforce from educational institutions through students who are currently and have carried out field work practices.

D. Hotel Identity

Company name : Hong Kong SkyCity Marriott Hotel

Company location: 1 SKY CITY ROAD EAST, HONG KONG INTERNATIONAL AIRPORT, LANTAU, HONG KONG, CHINA.

Telephone : 39691888

Fax : +852-3969-2288

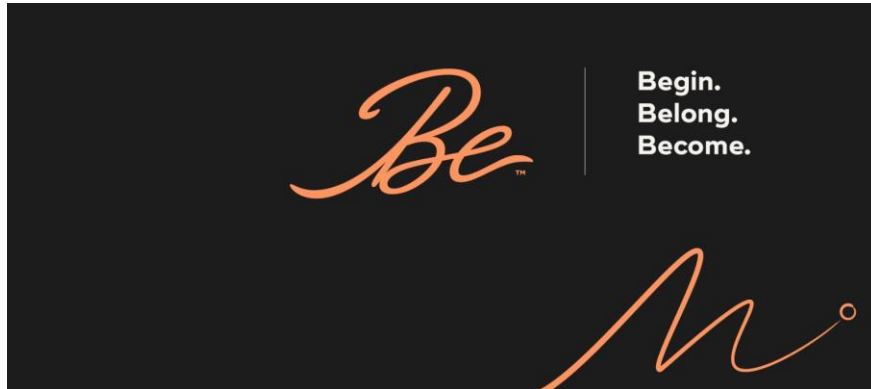
Website : <https://www.marriott.com/en-us/hotels/hkgap-hong-kong-skycity-marriott-hotel/overview/>



Picture 1.1 Hong Kong SkyCity Marriott Hotel

Source: www.marriott.com

Slogan:



Picture 1.1 Marriott's International newest slogan

E. Place and time of implementation

The period for On The Job Training is 6 months, starting from 6th August 2024 until 24th January 2025. Which located at the Hong Kong SkyCity Marriott Hotel, in the Kitchen Department. In Carrying out Real Work Practice at the Hong Kong Skycity Marriott Hotel, the writer were placed at three sections of kitchen, namely at Bistro open kitchen (hot kitchen & cold kitchen), Banquet cold kitchen, Pastry (banquet)

Chapter II

About Hong Kong SkyCity Marriott Hotel

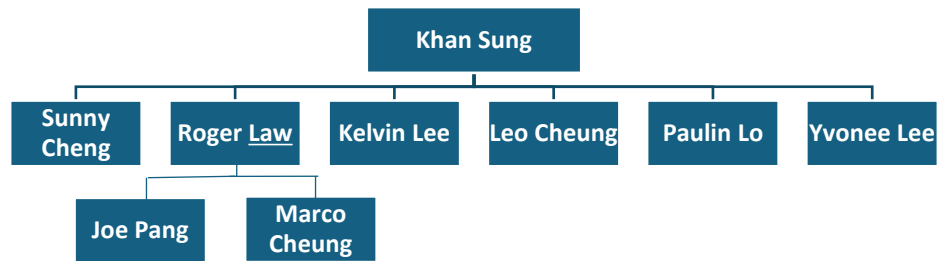


Hong Kong SkyCity Marriott is a 5-star hotel located at 1 SKY CITY ROAD EAST, HONG KONG INTERNATIONAL AIRPORT, LANTAU, HONG KONG, CHINA Hong Kong SkyCity Marriott Hotel is a five-star hotel located on Lantau Island, close to Hong Kong International Airport and AsiaWorld-Expo. The hotel is known as the only five-star international hotel on the island and offers a variety of facilities designed to provide comfort and luxury to its guests.

AsiaWorld-Expo Bus terminus, Hong Kong-Zhuhai-Macao Bridge Hong Kong port-New Lantau Bus B4, and subway stations such as Airport Express - AsiaWorld-Expo Station, Exit A, and Tung Chung Line - Tung Chung station, Exit A. This hotel also has a shuttle bus service facility from the hotel to the airport and from the hotel to the Tungchung city gate shopping centre every 30 minutes and it only takes 20 minutes to go to Hong Kong Disneyland, Sunny Bay Station Via Tung Chung Line.

Besides that, Marriot SkyCity has luxurious and comfortable room accommodations, a swimming pool area, a fitness centre with a professional trainer, a huge ballroom for a wedding or occasional party, and restaurants that serve authentic Chinese cuisine to Fusion food and are Halal certified by the local authorities.

A. Organization structure



B. Hong Kong SkyCity Marriott Hotel Facilities

1. Room Facilities

a. Guest room

This room type has an area of 35 m² (377 sq ft) and is equipped with various facilities for guest comfort. Inside there is a hairdryer, minibar, cutlery and coffee and tea maker. Room service is available 24 hours to meet your needs at any time. For entertainment, this room is equipped with a state-of-the-art flat-screen TV system, offering premium movie channels such as CNN and HBO, as well as high-speed Wi-Fi internet access. Guests can choose between one king bed or two double beds, with a choice of sea views or charming city views. This room is designed to provide a comfortable and enjoyable stay.



Picture 2.1 *Guest room, 1 King*



Picture 2.2 Guest room, 2 double



Picture 2.3 Guest room, 1 King, Sea view



Picture 2.4 guest room, double bed, sea view

b. Executive lounge access

This room type is a room type that has a slight difference and what is more, is access to the executive lounge where there are several benefits:

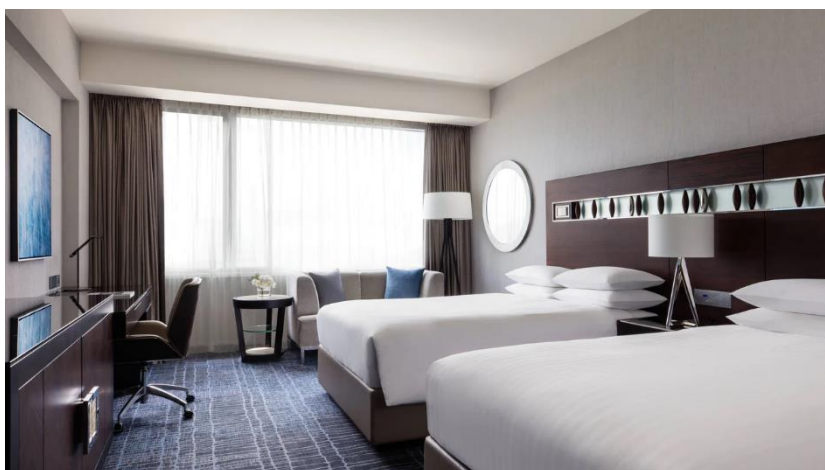
1. Open: Sun – sat, 06.30 – 24.00
2. Complimentary food:
 - 2.1 Continental breakfast
 - 2.2 Mid day snack
 - 2.3 Hors d'oeuvres
 - 2.4 Late night snack
3. Complimentary cocktails
4. Complimentary non-alcohol beverages
5. Business services, for a fee



Picture 2.5 *executive lounge access, 1 king*



Picture 2.6 *executive lounge access, 1 king, sea view*



Picture 2.7 executive lounge access, double bed



Picture 2.8 executive lounge access, double bed, sea view

c. Suites

In this room there are specifications as follows:

1. 47sqm/506sqft
 2. Air-conditioned
 3. This room is non-smoking
 4. Living/sitting area
 5. Separate living room
 6. The living area and bed separated privacy wall
- Windows, soundproof



Picture 2.9 Executive lounge access, 1 bedroom suite, king



Picture 2.10 Executive lounge access, 1 bedroom larger suite, 1 king

d. Presidential Suite and Vice-Presidential Suite

In this room, there are lots of furniture and several amenities like in a house or pent house. And of course, this room can only be occupied by top artists to members of the top-level Marriot Bonvoy.



Picture 2.11 Executive lounge access, 1 Bedroom President suite



Picture 2.12 Executive lounge access, 1 Bedroom Vice president suite

2 . FNB Outlets

a. **Man Ho Chinese Restaurant**

Located at the Mezzanine floor of Hong Kong SkyCity Marriott Hotel, Man Ho Chinese Restaurant offers authentic Cantonese cuisine and handmade dim sum with a contemporary touch. The award-winning restaurant boasts a magnificent view of the adjacent iconic infrastructure,

Helmed by Executive Chinese Chef Leong Kit Man, Man Ho meticulously showcases the essence of Guangdong cooking, bringing discerning diners on a gastronomic journey to remember. Prepared using only the freshest ingredients, our refined signatures include Man Ho Barbecued Pork Loin with Glazed Honey, Wok-fried Spicy Tiger Prawns with Vegetables, Braised 28-head Dried South African Abalone and Fish Maw in Oyster Sauce, and Double-boiled Chinese Pear with Hibiscus Flower.

The restaurant features an inviting private dining room with space for 12 guests, offering an ideal venue for guests celebrating special occasions in

an intimate setting, which is the ideal setting for guests celebrating a special occasion in a private setting..



Picture 2.2.1 Man Ho Chinese Restaurant

b. Velocity Bar and Grill

Enjoy a fun evening with friends by playing billiards or darts at Velocity Bar. Open until 2am, the American-style sports bar at the Hong Kong SkyCity Marriott Hotel offers grilled meats, burgers, pasta and salads to satisfy night owls' food cravings. Order a Wagyu Beef Burger or Roasted US Baby Ribs with your favorite beer and enjoy the casual, casual atmosphere and comfortable booth seating.



Picture 2.2.2 Velocity Bar And Grill

c. SkyCity Bistro

From casual all-day dining to special occasions, SkyCity Bistro is the perfect place to enjoy the exciting international cuisine of Lantau Island. Be it Western and Asian cuisine or Halal options, our curated a la carte menu ensures to satisfy every palate. Buffet lovers will be welcomed with a variety of all-time favorites and seasonal flavours.



Picture 2.2.3 SkyCity Bistro

d. The Lounge



Picture 2.2.4 *The Lounge*

The Lounge is one of the outlets that offers a wide view to the terminal to Macau and here serves a snack bar and a variety of delicious cocktails. And here there is also a 'Happy Hour' from 3 pm to 7 pm where all alcoholic drinks will get a special price. There are also reservations for the 'Tea Set' starting from 3 pm to 5 pm.

1. Function room, Fitness Centre, and Quan spa

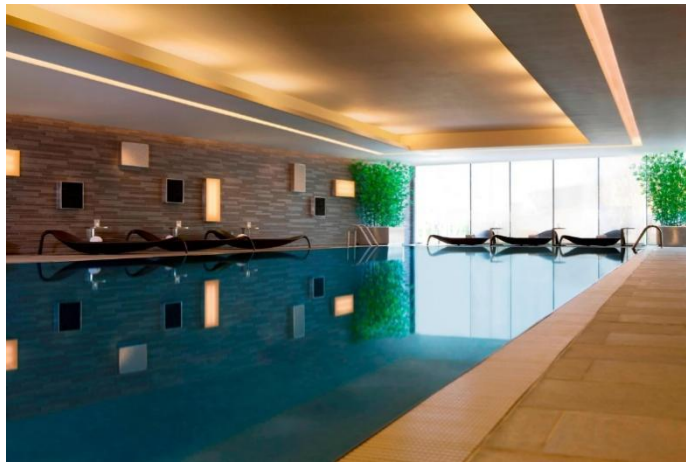
a. Function room and meeting room

this hotel provides facilities for meeting rooms and boardrooms with complete amenities.



Picture 2.3.1 Business Centre Boardroom

b. Indoor swimming pool



Picture 2.3.2 Indoor swimming pool

This swimming pool is located on the ground floor with the advantage of heating underneath. This place also provides towels and operating hours at this place from 9 am to 9 pm

c. Quan spa



Picture 2.3.4 Quan spa

Renowned for its tranquillity zones, Quan Spa is unique to the Marriott brand. This award-winning day spa offers a variety of massages, ocean-inspired treatments, spa packages and premium Thalgo products. Come, relax with us after a day in Hong Kong

d. Fitness Centre



Picture 2.3.5 Fitness Centre

The Fitness Centre is located on the ground floor next to the swimming pool, has complete cardiovascular and modern techno-gym equipment, personal lockers and hand towels. Equipment available, such as Rower, Treadmill, Elliptical Machines, Free Weights, Stationary Bicycle..

CHAPTER III

PLACEMENT ON THE JOB TRAINING

A. Placement On The Job Training

Implementation of industrial work practice in Hong Kong SkyCity Marriott hotel is an internship program provided by the campus that the writer follows for 6 months starting from 6th August 2024 until 24th January 2025 . We carry out industrial work practice activities at the Hong Kong SkyCity Marriott Hotel as a Kitchen trainee. During the 6 months program, the writer had opportunity to train at three place in the kitchen, namely SkyCity Bistro open kitchen (hot kitchen and cold kitchen), Banquet cold kitchen and Pastry (Banquet) . The schedule given during On the job training period is divided into three shifts, namely:

1. Morning shift (Bistro): 05.00 A.M – 02.30 PM
2. Morning shift (Garde Manger): 09.00 A.M. – 06.30 P.M.
3. afternoon shift (Garde Manger): 11.00 A.M. – 08.30 P.M
4. Morning Shift (Pastry Banquet): 06.00 A.M – 03.30 P.M
5. Afternoon shift (Pastry Banquet): 12.30 P.M – 22.00 P.M

B. Job each section

1. Bistro's Morning shift
 - Preparing breakfast
 - Preparing scrambled egg for buffet
 - Handling egg section
 - Refilling the food for breakfast
 - Learning about how to handle buffet food
 - Closing buffet and preparing for the next morning breakfast
 - Handling Shushi and gimbab for the lunch
 - Handling Ala'carte

2. Cold kitchen banquet's morning shift:
 - Preparing fruits for dinner and lunch buffet
 - Making fruit plater
 - Making cold dishes such as salads and dipping sauce
 - Cutting cheese and tidying it per-box
3. Pastry morning shift:
 - Preparing breakfast
 - Handling waffle and pancake for the guest
 - Preparing stock for tomorrow breakfast
4. Pastry afternoon shift:
 - Preparing lunch and dinner buffet
 - Handling dinner buffet
 - Refilling the food for breakfast
 - Making hot and cold dessert for buffet
 - Preparing product for the banquet
 - Lern decoration cake

CHAPTER IV

CLOSING

A. Conclusion

We have had a lot of experience and learning while we were here, there are several differences that I learned between hotels and campuses and these are all very important for me to learn while I was here.

Batam Tourism Polytechnic helps the author face difficulties in the world of hospitality work. As a result, the author now understands more about the world of hospitality work, is more obedient, disciplined and better prepared to face the world of work.

Suggestion

Some of the writer's suggestions regarding improvements that need to be corrected or improved are as follows:

1. For students:
 - a. It is better for students to be more active in asking about the preparation of real work practice report to the supervising lecturer.
 - b. Utilize time as effectively as possible while we worked and make the real work practice report.
2. For university
 - a. Improving the management of the division labor, setting schedule, and working hours
 - b. Add some activities for training as a form of showing concern.

B. Suggestion

Some of the writer's suggestions regarding improvements that need to be corrected or improved are as follows:

3. For students:
 - c. It is better for students to be more active in asking about the preparation of real work practice report to the supervising lecturer.
 - d. Utilize time as effectively as possible while we worked and make the real work practice report.
4. For university
 - c. Improving the management of the division labor, setting schedule, and working hours
 - d. Add some activities for training as a form of showing concern.

C. Documentation



documentation while preparing the breakfast buffet for the omelette section



documentation while preparing the breakfast buffet for the hot kitchen section



Documentation when preparing take away orders



Documentation while preparing fruit platter



Documentation while cutting cheese for the buffet



Documentation while preparing fruit platter for banquet



Documentation while preparing Cheese cake for the buffet



Documentation while decorating cakes for customers



Documentation of making chocolate cake for the Christmas buffet



Documentation when making mini cake stock for ala carte orders



Documentation while making preparations for the banquet



Documentation while making pancakes at the breakfast buffet