

ABSTRACT

The hospitality industry has an important role in supporting the tourism sector as well as opening up job opportunities in various fields, including culinary. One of the parts that plays a direct role in supporting the food service in the hotel is the Pastry Department. This Final Assignment discusses work implementation and performance improvement efforts at Pastry Department Hotel Courtyard by Marriott Bandung Dago based on the results of 12 months of internship work practises. The focus of the discussion includes daily operational system, work scheduling, production according to Banquet Event Order (BEO), and inter-department coordination. The results obtained show that the operations at the Pastry Department have been running quite well, but there are still obstacles in the efficiency of work scheduling, especially after the reduction in the number of trainees. Efficiency efforts are carried out through adjusting the work schedule, more even division of tasks, and more intensive coordination between team members. Through this practice, the author gains hands-on experience in the industry as well as improving technical and non-technical skills.

Keywords: Pastry Department, work implemetaion, work efficiency, work scheduling, internship.