



**TAYLOR'S
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SCHOOL OF HOSPITALITY, TOURISM & CULINARY ARTS

HTM 3563 INTERNSHIP (2)

INTERNSHIP REPORT

Bachelor of International Hospitality Management (Hons)

Bachelor of Culinary Arts & Food Service Management (Hons)

**Bachelor of International Tourism Management (Hons) (Events
Management)**

**Bachelor of International Tourism Management (Hons) (Travel &
Recreation Management)**

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Batch N° / Intake	BC 4
Name of the Company	Au Pois Gourmand
Internship Dates	20/01/2015 – 20/07/2015

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1. Acknowledgement

I would like to express my very great appreciation to Taylor's University for giving me the tools and opportunity to improve myself through their industrial training module. I would also like to give thanks to Taylor's University Career Center for helping me with finalizing the required paperwork to apply for my internship and visa application. Moreover, I would like to give thanks to Puan Siti for allowing me to differ my training period from the initial appointed time period.

Thanks must also be given to my training company Au Pois Gourmand and its owner Ugo Plazzota for giving me a chance to intern in his restaurant. He has my deep gratitude for taking the chance of accepting me into his restaurant and taking the workload required to allow me to enter the country and work with him. I will always be grateful for the opportunity that he has given to me.

Besides that, I would like to give my thanks to my parents for all their support and contribution. They helped throughout most of the application process and also helped me prepare to leave the country for my internship. I am grateful that they allowed me to leave the country to leave on my own and I am very grateful for their moral and financial support throughout the whole internship period.

Finally I would like to give thanks to all my friends back in Malaysia for always being there for me to reassure me and advise me. Their support has been influential in making sure that I stay on the true path towards success and allowed me to make the right decisions for my future.

2. Introduction

a. Internship Preparation

In general I already knew which company I would have loved to train at since the beginning of my bachelor degree. During my diploma training, I had the opportunity of being able to do my industrial training in France with Chef Ugo Plazzota the owner of Au Pois Gourmand which is located in Toulouse. I liked working in the restaurant and learned a lot during my training but felt that the training period was too short as it was compulsory only to do 3 months of training. After finishing the training in France I made a decision to return back to the restaurant to continue learning there should I ever decided to continue with my bachelors degree after I finished my diploma education.

Once I knew where I wanted to go it was pretty easy to look for an internship. I emailed Chef Ugo at the end of the 5th semester of my bachelor year in order to ensure that all paperwork and contracts could be drawn up as soon and as hassle free as possible. Chef Ugo was very happy that I had contacted him and he welcomed me back with open arms even allowing me to bring a friend along.

My ultimate goal for my final internship was to broaden my horizon and to challenge myself by doing my training somewhere preferably outside of Malaysia. I wanted to see the world and also experience working and living on my own in a foreign country. The world is a big place and I did not want to be confined to only Malaysia.

Short term goal wise I would like to learn more about the restaurant industry and also I would like to practice and apply all I have learned throughout my career as a student towards my training period. In the long term I wanted to grow as a person and as a chef, be able to live independently on my own, learn to deal with complicated situations and be more open minded about the world in general through my experiences.

To feel happy in a company I wanted to be given the opportunity to make mistakes and to learn from them in the process. I wanted to play a major role in the company instead of just being there as an occasional help. I also wanted the company to be smaller as I feel that being in a small company allows the staff to form deeper bonds with one another and there are more opportunities to be given bigger jobs.

During the start of my internship I felt like a fish out of water. For one thing, it had been months since I had been working in a proper kitchen environment where it was expected for me to produce. I had to once again get familiar with the concept of working under pressure and also the need to remain upright for long hours. It also didn't help that communication was mostly done in French so time had to be dedicated to understand the orders and demands of the waiters and the chefs in the restaurant.

Before the start of the internship I prepared myself by working part time in cafes to get the familiarity of changing from being a full time student to being a full time employee. I also listened and read tapes and books regarding French to be better prepared in understanding and speaking the native language of the country I would be training in.

b. Company's Profile

The building that is now Au Pois Gourmand was first built during the year 1869. The surrounding area used to be a heavily dense forest and the building acted as a chalet for the first owners to be used during hunting trips that were widely done during that era. The current owner's father My Jean Claude Plazzota purchased the building in 1992 and decided to turn the building into a restaurant. He managed the restaurant with his wife and team and the restaurant was passed down to the current owner, Mr Ugo Plazzota sometime around the year 2000. The restaurant has been in existence for over 23 years and has earned itself a good reputation amongst the culinary scene in Toulouse continues its business operation till today. It is open from Monday to Saturday; Saturdays are only opened for dinner service. Most guest need to make a reservation beforehand because the restaurant is usually full in most days and walk ins have to be really lucky to be able to find a free table.

A good service and product is important in Au Pois Gourmand. A lot of effort is placed in ensuring that customers receive the best meal for the price they are paying. Great attention to detail is placed so that food served is always at its correct temperature even the temperature of the plates is taken care off by the kitchen staff. To provide the best service possible, the waitresses are required to know their products and new servers are given a tasting menu to better understand the food being sold in the restaurant. Freshness of ingredients is one of the philosophies of the restaurant as fish items usually come in the morning straight from the market. Presentation is also important but it is less emphasized since what is most important for the restaurant is proper preparation of food.

Since it is a restaurant the main products offered by the company is of course food. They have both set and a la carte menu and meals normally consists of no less than 3 courses starting with their amuse bouche and ending with their mignardies or bite sized desserts. Since it is a restaurant in France they also sell wine to their customer some of the wines sold are local wines which are getting marketing benefits by being sold by the restaurant. The restaurant does not only cater to table dining but they also provide space and equipment for seminars and buffet menus in order to increase their sales by attracting a wider market of customers. It is a good marketing strategy as guests of the seminar should they feel happy will often times return with friends and family.

Au Pois Gourmand is special in a sense that almost half and sometimes more than half of its work force is made up of trainees and apprentices. There are few permanent employees in the company and having so many trainees in the company can be both an advantage and disadvantage. The advantage being paying for the work force is cheaper since labour is quite expensive in France. However the disadvantage would be that the trainees need to be trained if they lack knowledge and being younger in years some might not be act in proper attitude required in working world.

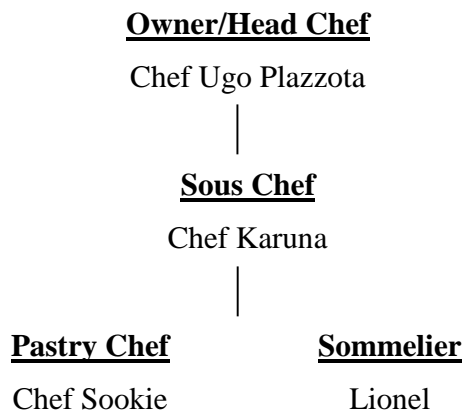


Figure 2.1 Organization Chart Au Pois Gourmand

Au Pois Gourmand aims for customers that go to restaurants to eat out as a special occasion by offering out of the ordinary menu such as lobster, calf liver and lamb sweetbreads. Hence it labels itself as a gastronomy restaurant. For dinner service the set menu starts from 42 euro and it is slightly cheaper during lunch time to attract customers on the work break at 18 euro a set menu. Lunch focuses more on food arriving fast thus the courses tend to be shorter while dinner is meant to be enjoyed and it has more courses in the menu with accompanying wine for each course. On a daily basis for dinner service the restaurant receives no less than 30 customers which are considered good since the maximum capacity for the restaurant given the current working power is 60 and should they really try to push it 100 pax per night if the pax consist more of big groups rather than individual tables. There is also another building located in the compound of the restaurant which is used as a hotel by the restaurant. Extra income is earned through the usage of the hotel.

In the surrounding vicinity Au Pois Gourmand is the sole restaurant in the area so it has some monopoly power over the area in which it is situated in. Close competitor would be other fine dining restaurants and bistros located at the city center and throughout Toulouse. Other competitors would be fast food chains such as McDonalds and KFC, pizzerias and kebab stores sporadically located in the city.

The restaurant receives its supply of vegetables from local market as the chef has the contact number of these distributors and makes order daily in person. Other items are procured from

Metro, a humongous supermarket catered towards restaurant owners as many food items, restaurant and kitchen equipment can be bought there in bulk. Special items such as baking items or exotic spices are procured through the services of a company called TransGourmet. The restaurant has its own van in which the kitchen staff can go and make purchases directly should there be any emergency shortages.

Relations with customers are managed directly by the owner through their Facebook page and by communicating in person with the customers. The chef would often walk around and talk to customers to build repo and to get feedback. Complaints are heard directly and problems are identified immediately so that solutions can be found as soon as possible. It is a very warm and welcoming feeling when customers talk directly to the owner of the restaurant and it is a useful marketing tool in creating customer loyalty towards the company.

The company does not have an official human resource management department or system in general. Problems within the working force are brought up by co-workers to the owner and then the owner will speak directly to the employee that is causing problems. Things are made more difficult since most of the working power is made up out of apprentices or people in internship so the restaurant sees a lot of different characters throughout the years and the owner has to skim through these candidates properly in order not to take in a problem employee or trainee.

3. TCHT Internship Survey

Name of Company	Au Pois Gourmand
Internship Period	20/01/2015 – 20/07/2015
Departments covered	Kitchen (Hot Kitchen and Pastry)

Thank you for taking the time to answer these questions using the Likert rating scale presented below.

5 – Strongly Agree 4 – Agree 3 – N/A 2 – Disagree 1 – Strongly Disagree

		5	4	3	2	1
1	I received a full orientation of the company's facilities & operation.	X				
2	I understood what was expected from me during my internship.	X				
3	I received necessary training on all the tasks I was asked to complete		X			
4	I was given proper and valuable training by the supervisor.		X			
5	I received frequent feedback and guidance from my supervisors.			X		
6	I found the overall quality of supervision appropriate and sufficient.	X				
7	I found this internship challenging but interesting for my future.	X				
8	I was able to learn more and to apply my practical knowledge.		X			
9	I was able to give suggestions or ideas to my supervisors/managers.			X		
10	I was given opportunity to work independently with minimal supervision.	X				
11	I have now a much better understanding of skills, systems & procedures in place and needed.	X				
12	I have learned and now feel more confident about my skills and competencies	X				
13	I felt my presence was appreciated by the staff & management.	X				
14	I was treated with respect by management and fellow employees.		X			
15	My superior was available and accessible when I had questions or concerns.	X				
16	I felt well integrated and welcomed in this working environment.		X			
17	I have been treated fairly and was given relevant tasks to achieve.	X				
18	I was satisfied with staff welfare (allowance, paid overtime, duty meals, uniforms, etc...)	X				
19	This internship fulfilled my expectations.		X			
20	This experience gave me a realistic preview of my field of interest.		X			

a. Personal Duties and Responsibilities

When I first placed in the pastry kitchen of the restaurant I had another permanent employee always with me during the service of the restaurant. He would guide me showing me what to do and how to do it. At the beginning I was like a nail and he the hammer always doing what he had to tell me first. But as weeks pass I began to get the hang of things and knew what needed to be done without anyone telling me beforehand. Instead of being a burden to him I began to be of real help, aiding him in areas which he had no time to take care of himself. Throughout my training period my duties include preparing bread for service, preparing mise en place for service, taking note of items that needed to be ordered and ultimately helped in the service my plating and preparing orders. My biggest achievement during my training period I believe was when I was given the opportunity to work alone during a service. I was alone and pastry products were my sole responsibility and if something went wrong it was on me and me alone. After that I began to feel more confident and was able to work alone if the pastry kitchen did not need so many employees at a certain day. My work too began to have significant improvements, the bread I made began to receive compliments and guest commented on how beautifully decorated and prepared my desserts were.

Personal and professional challenges that I had to deal with during my internship was first to learn about the work flow of the restaurant. The kitchen had its own way of doing things and things were difficult in the beginning because I was not accustomed to the work flow. Besides that, I had to also adjust my standard of work to the current employees of the restaurant. What I had thought to be sufficient at first by my own standards was not viewed the same by my colleagues. I had to push myself to meet and exceed the standards of the current workforce and strove to always be faster, cleaner and better than my peers.

I have contributed to the success of my internship firstly by accepting and realizing my faults and mistakes. Once those have been identified, I had to begin work on rectifying and ensuring that they were not done repeatedly. Moreover, my attitude to not give up in the face of adversity also contributed to the success of my internship. I could have called it quits and produced mediocre results but instead I worked hard to produce a level of production that was satisfactory and even great at some point of time. This I believe has helped me to grow as a better person and a better chef in the future. Knowledge and experience will come given time but I believe a right attitude is what is most important in order to succeed in this training and in life in general.

b. Reflection on your professional experience

Yes, I would recommend this internship to other students. Although they might not be accepted, on the off chance that they do it is a great opportunity to learn and to grow as a person in the culinary line. You can not only learn culinary knowledge but it is also possible to learn management knowledge such as task management and time management. Besides that it is a good chance to practice speaking and listening to French since it's the most common spoken language in the restaurant.

The overall internship program can be further improved by providing a framework for trainees with tasks and responsibilities during the internship. Right now there is no standardized training program so the student has to be proactive and learn whatever he can base on his or her own effort. If the student is lazy then the opportunity will be wasted and they might not learn all that they could in the establishment.

Here is some of the critical learning point I learned during this internship:-

- Communication
 - Good communication between other kitchen staff and service staff is important for a smooth service even more so when both parties sometimes speak different languages
- Time Management
 - Every day there is an abundance of mise en place to be done for the service and the service of the next day. Proper time management is important in order to ensure that things required for the service are done as fast as possible so that more preparation can be accomplished in a single day
- Prioritize
 - With so many tasks to do in one day it is imperative to accomplish tasks that are most important and urgent first before doing the other task. Working on menial tasks first can often cause chaos and disorder during the service because main components of the dishes are not ready or are being done at the moment it is asked.

Theories and concepts I learned throughout my studies during diploma and degree are being applied every day during my internship. Basics of cutting, baking and cooking are all being applied to the preparation of food items on an everyday basis. Human resource knowledge is also applied as I am not working alone and it is good to be able to apply these skills when dealing with my fellow co-workers. The French lessons I took back home has also helped a lot in allowing me to understand and speak to the locals in the restaurant.

My collective experiences over the years, training and studying, have prepared me to start a career in the culinary field. Although there is still much to learn and experience, in general I would be confident to say that I am ready to begin my career in this field that I have chosen.

Yes, I would like to join this company as a permanent staff as it can be the start or launch pad for me to work in other restaurants in other countries and would also give me the opportunity to expand my view of the world.

I would mark myself a 15 for my overall experience during this internship. I deserve this mark because I believe I worked hard and constantly tried to apply myself during the internship. I made a lot of mistakes and learned from those mistakes and my work compared to the start of the internship and at the end of the internship has shown significant improvement. I did not give myself a higher mark because it is in my opinion that there might be other things I could have done better or that maybe I could have contributed more during the time of my internship.

4. Professional Study

a. Introduction

The major problems I observed during my internship are that the restaurant is not maximising their space as best as they could and that the kitchen is under equipped. There is a lot of lost potential due to the problem caused by these two major factors. The restaurant is rich in history and the building is a relic itself but improvements must be done for them to be able to keep up and compete with future competitors. They need to find a balance between keeping the good of the new and adding to it. Change should not be considered bad instead stagnation is the bane of any restaurant in this highly competitive world. By fixing these major problems I am confident that guest satisfaction will increase, profits will increase and it will also increase overall morale of the working staff. All of these are boons for the restaurant and can contribute to the continued success of Au Pois Gourmand as a whole.

Thus the main solution should be to find a way to maximize the space that is available to the restaurant. The building is not the only part of the restaurant as it lies in a huge area owned by the chef so many construction and improvements can be made in order to increase the restaurant space. Fixing the underequipped problem can be done easily by identifying what are the needed equipments, examining the advantages and disadvantages of purchasing said equipment and finally finding a supplier and making the purchase.

b. Environmental Scan

The maximum capacity of the restaurant is as mentioned 60 at best given the number of workers available to the restaurant. The problem however lies when there is a big group present it eats up a lot of space in the restaurant resulting in the restaurant having to decline individual guests reducing the amount of table turnovers each service. This is a huge problem as the success of a restaurant is usually based on how effective its table turnover rate is. During summer this matter is not that big of a deal as tables can be opened on the backyard of the restaurant. But during spring, autumn and winter or during rainy days the weather will make such actions impossible. Guests would obviously prefer to eat and dine in a warm and cosy environment rather than in the cold and damp dark of the backyard. It is also a hassle to keep having to keep and take out tables and chairs to set up the floor constantly and would eat into time that the workers could use to perform other important tasks. The image of the restaurant also takes a blow if the keep on constantly rejecting guests. Every customer they turn away results in the customer going to other competitors and they might lose out on potential loyal customers and the chance to attract new customers. It is also a waste to not make use of the beautiful scenery of the restaurant which is backyard is facing the Garrone River. One of the key interesting points of the restaurant is then not maximised as effectively as possible.

What I propose as a project to improve this problem is the construction of an extension to the restaurant by building an enclosed gazebo or pagoda in the backyard area. This enclosed area can be equipped with its own heater, lights and sound system allowing for better ambience, easier service and still allow them to enjoy the view of the river thus improving guest experiences as whole. Most of the problems mentioned above will be immediately solved and the restaurant would then be able to accommodate groups in the restaurant while individual tables can be handled in the gazebo. This will ensure maximum space maximisation and also effective table turnover rate.

Another small but still noticeable problem is the lack of an oven in the whole kitchen. The hot kitchen and pastry kitchen has to share one oven throughout the whole day. Although they usually take turns to use it before service the oven is exclusively for the hot kitchen use during service. This severely limits the product the pastry can produce and also reduces production speed considerably.

The solution is a no brainer since all that is required is for the restaurant to buy another oven for the pastry kitchen or buy a bigger oven with decks one for hot kitchen usage and one for pastry usage. This will allow more efficient production as pastry can constantly produce throughout the day as it has its own oven. Baking can be done during service as pre preparation for the next day. It will also allow the restaurant to offer a larger variety of desserts such as hot pies or tarts or baked cheesecake to the guests. This will ultimately increase the restaurant overall profit margin and also keep the kitchen staff happy because they are properly equipped and this will allow them to produce more efficiently.

c. Project Proposal

Objectives of Project Proposal

- Increase usable space of restaurant
- Acquire brand new oven

The final materialization for the first objective would be a new extension for the restaurant will be created in the backyard area. The extension would be fully equipped with the proper utilities such as warming system, lighting system, sound system and proper ventilation. Tables and chairs can then be arranged in the new extension increasing dining capacity of the restaurant. Staff then must be briefed on how the new extension works the different controls or procedures to make sure the equipment of the extension is fully operational. This project will be identified as project 1.

The second materialization would be the presence of a new convection oven in the pastry kitchen. With the new oven present the current work flow has to be adjusted since pastry and hot kitchen no longer share the same oven. Training must also be done on proper usage and proper maintenance of the new equipment to prolong its lifespan. The second project will be identified as project 2

Action Plan

Here it will be explained on the steps needed to be taken to complete the project in descending order, steps supposed to be done first will be located on the top followed by the next step on the bottom.

Table 4.1 Project 1 Details

Project 1			
Increasing Dining Capacity	Tasks		Time Estimate (Weeks)
	Decide on exact size of the desired new extension for the restaurant (1)		1
	Seek out different contractors and ask for quotations from different contractors (2)		3
	Get proper clearance from government to start construction (3)		4
	Begin construction (4)	Clearing of backyard area	2
		Make suitable flooring	2
		Set up foundation	2
		Setting up pipes and wires	3
		Enclosing foundation	2
		Beautification of new area (painting etc)	1
Test the new extension to ensure everything is working well (5)		1	
Add tables and chairs and other equipment required for service (6)		1	

Table 4.2 Project 2 Details

Project 2		
	Task	Time Estimate (Weeks)
Acquire New Equipment	Search out for suppliers (1)	2
	Acquire quotation from suppliers (2)	1
	Examine size and function of interested equipment (3)	1
	Purchase equipment and wait for shipment (4)	3
	Install equipment and ensure installation was smooth (5)	1
	Train employees on proper usage and maintenance of equipment (6)	1

Time Frame

The estimated time frame required for both project completions will be depicted in a Gantt chart however in reality it might take longer due to uncontrollable issues such as work force strike, lack of resources, and bad weather.

Table 4.3 Project 1 Gantt Chart

Project 1																							
Tasks	Time (wk)	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22
1		█																					
2			█	█	█																		
3						█	█	█	█														
4										█	█	█	█	█	█	█	█	█	█	█	█		
5																						█	
6																							█

Table 4.4 Project 2 Gantt Chart

Project 2										
Tasks	Time (wk)	1	2	3	4	5	6	7	8	9
1		█	█							
2				█						
3					█					
4						█	█	█		
5									█	
6										█

Resources Needed

Table 4.5 Project Proposal Resource Requirements

Project 1	Project 2
Financial Resource > €500,000	Financial Resource > €11,000
Logistic Resource <ul style="list-style-type: none"> • Contractor and workers to work on building • Food for construction workers • Place of stay for construction workers • Space to store building materials • Transportation for construction workers 	Logistic Resource <ul style="list-style-type: none"> • Transportation to deliver oven • Space to install oven • Staff to use brand new equipment
Other Resource <ul style="list-style-type: none"> • Building materials • Paint and other decorative materials • Heating and plumbing materials • Tables and chairs • Dining equipment 	Other Resource <ul style="list-style-type: none"> • Power socket for new equipment • Proper ventilation for new oven

The prices mentioned here are estimations made on my part based on my research through the internet and through asking locals on how expensive these projects would normally cost. Financial resource of project 1 might increase or decrease due to factors such as type of contractor hired, reputation of contractor, quality of work, quality of material and period of completion. While financial resource required for project 2 will change depending on the size of the oven bought based on whether they decide to buy an electrical or gas oven and on the voltage type of fuel type of the oven. Other suppliers might also charge extra for transportation and installation so these things must be taken into consideration as well.



Figure 4.1 Alto-Shaam CTC10-10E Combitherm Electric Boiler-Free 10 Pan Combi Oven 440-480v

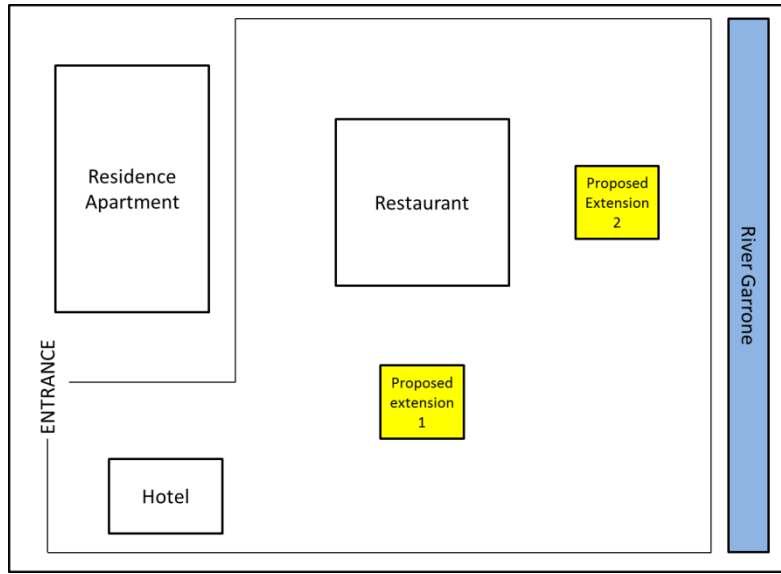


Figure 4.2 Overhead View of Proposed Project 1

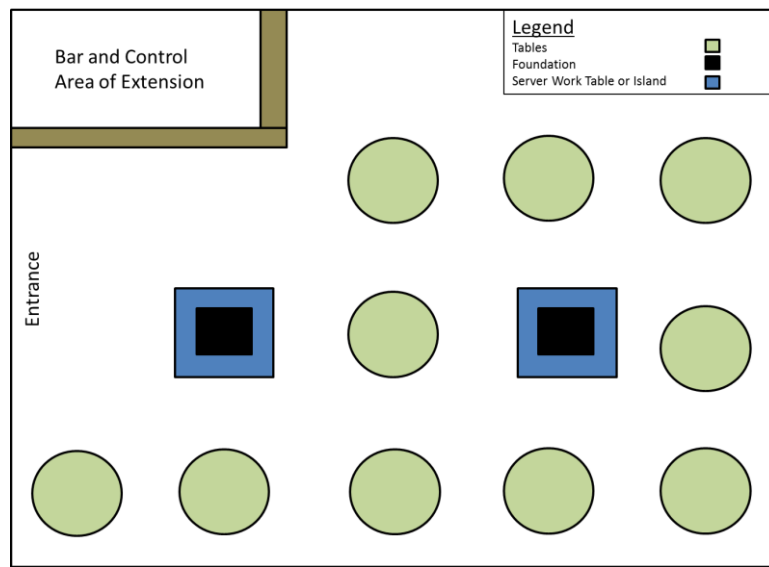


Figure 4.3 Overhead View of Extension Interior

d. Conclusion

Completion of both projects will result in an increase in sales. Turnover rates for each service can be increased. Staff morale will also be increased due to the new equipment. High staff morale will increase performance and the new equipment can also have a chance of increasing creativity. Besides that production will become more efficient which is a definite boon to the restaurant. From the completion of the projects I expect that the number of daily guest will increase significantly. There will be more groups and tables each service and the restaurant will have its hands full trying to accommodate all of them. Besides that, I expect there to be a change in menu especially from the pastry kitchen. They should be able to serve a larger variety of desserts due to the new equipped purchased. Daily mise en place will also be made easier and more time can be made in the improvement of dishes by adding more to the dishes or just by refining the current products available now.

Limitations could include a variety of things the most obvious being lack of funding. Labour is not cheap in France and finding a constructor to do the necessary work and buy the required materials could require a large amount of money. Besides that the necessary paperwork in order to begin construction could be difficult to obtain. France is a country with strict rules and regulations most of them unbending so it might take a while to receive the green light by the department overseeing such matters. Moreover they could run into complications during the construction such as bad weather or run into problems when digging that can set back the completion time of the project. For the project of purchasing equipment the limitations are once again lack of funds. Buying a brand new convection oven, even more so one with multiple decks will burn a big hole in any restaurants check book. They would also need to figure out where to place the new equipment and rearrange some of the old equipment in order to make space. This will lead to having the current staffs readjust to the new work flow and also time has to be made to train the staff on how to use the brand new equipment to prevent any immature spoiling of the equipment.

Some negative impacts the project could lead to is that they might dissatisfy old loyal customers that like the way the restaurant used to be before. Not only that, having a larger number of guest can the decrease the quality of service provided. Service staff can't be too familiar with guests since there are so many. The relationship between restaurant and guests won't be too good due to this fact. Another negative impact would be that the restaurant has to increase their number of working staff. This will increase labour costs as mentioned before labour is not cheap in France and increased costs usually results in increased prices. Moreover the new oven will allow the pastry to produce new products and this will mean that they would make more purchases of ingredients. The restaurant might not have the required storage space needed or it could also lead to more food wastages. All these negative impacts will have to be answered eventually and the restaurant will ultimately have to come up with money to solve them.

5. Conclusion

The internship has helped me prepare for my future career by allowing me to experience real working conditions. This experience will give me an edge I believe over other fresh graduates and hopefully allow me to get a job that much easier. It also has helped me transition from the life of a student to the life of a working man. Both are worlds apart and the internship has allowed me to prepare myself mentally to go from being a student to being a member of the world's working force. The internship has allowed me to grow as a person changing me to become more positive, mature and independent. All these changes will no doubt help me in my career in the future.

If given the opportunity I would like to remain in the same establishment for another 1 or 2 years. It will be the launch pad for my career outside of Malaysia and may open doors to other jobs outside of the country. I also believe there is more that I can learn by staying in the same company. Not only that, it would be advantageous to remain in the company because it will allow me to practice my French.

The past 3 years have really been an eye opening experience for me. I discovered more about myself over that period learning about my strengths and weaknesses and also my likes and dislikes. I've developed my mental and physical strength and tried many things that I've never dreamed of trying before. I've also met a lot of different people, some good some bad and these meetings has added to my growth as a person. Throughout the three years I've learned so much not only about my career or my field but also about myself. Now that time for me as a student comes to an end, I am both excited and scared for my future to see what life has in store for me.

6. Appendices and Annexes





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7. Internship Evaluation Form By Supervisor



SCHOOL OF HOSPITALITY, TOURISM & CULINARY ARTS
Bachelor Degree Programme

INTERNSHIP EVALUATION FORM

<input type="checkbox"/> Bachelor of International Hospitality Management (Hons)
<input checked="" type="checkbox"/> Bachelor of Culinary Arts & Foodservice Management (Hons)
<input type="checkbox"/> Bachelor of International Tourism Management (Hons) (Travel and Recreation Management)
<input type="checkbox"/> Bachelor of International Tourism Management (Hons) (Events Management)
<input type="checkbox"/> Bachelor of Science (Hons) Culinology

BATCH:
TRAINING:
<input type="checkbox"/> 1 st
<input checked="" type="checkbox"/> 2 nd

Name of the Student	AIMAN		
Name of the Company	AU POIS GOURMAND		
Address	NO 24 USJ 314L		
Post Code	47600	City	SUBANG JAYA
Phone number	017 3645662	Country	MALAYSIA
Email Address	imbacakes@gmail.com		

Company Supervisor's Name	Ugo PLAZZO TTA		
Designation	HEAD CHEF / OWNER		
Commencement date of internship:	20 / 01 / 2015		
Date of completion:	20 / 07 / 2015		
Daily Working Hours:	8 to 9 hours		

Department(s) in which the student was involved

Pastry

Tasks and responsibilities of the student

Preparations of desserts and bread. Daily mise-en place for the pastry section.

Attendance:

Leave eligibility	Hospitality, Tourism & Culinary Arts	Days	Absent with approved leave	0	Days
Absent without approved leave		0	Reason:		



SCHOOL OF HOSPITALITY, TOURISM & CULINARY ARTS
Bachelor Degree Programme

INTERNSHIP EVALUATION FORM

APPRAISAL BY THE PERSON IN CHARGE OF THE INTERNSHIP PROGRAMME

CRITERIA OF APPRAISAL	1	2	3	4	5	N/A	COMMENTS/REMARKS
Attitude Ability to comply with the requirements of the industry (punctuality, grooming, behavior etc...)					X		always arrive on time. Good manners.
Knowledge Level of knowledge compared to the industry requirements				X			
Productivity Ability to produce quality work in line with the deadline and constraints given					X		
Quality of work Ability to complete a task in line with the professional standards required					X		
Teamwork Ability to work in a team and contribute actively					X		
Creativity Ability to make suggestions for improvement					X		
Time management Ability to comply with workload and deadlines efficiently					X		
Decision Making Ability to analyse a situation and make relevant choices					X		
Oral Communication Ability to express oneself clearly and professionally			X				
Written communication Clarity and preciseness of written expression						X	
Total							

- 5 (Excellent):** Above the standards expected and capability to practice autonomously
- 4 (Very good): Above the standards
- 3 (Good): At the level of the standards
- 2 (Poor): Improvement required for some of the tasks
- 1 (Very poor): Improvement required in the basics of the tasks

Summarize the trainee's major strengths.
Ability to finish all mise-en place on time. Punctual and discreet.

Summarize areas for improvement

In view of the student's performances, would your company be interested by the student's profile to hire him/her as a permanent employee? If yes, for which position?

Appraised by: Name	Position	Date	Signature	Stamp
Ugo PLAZZOTTA	Head chef	20/04/2015		Restaurant Au Pois Gourmand Famille Plazzotta 3 rue Emile Heybrard

Please submit the completed form to Academic Services either in person, fax or email to use

Fax: 603 5629 5522 (Academic Services) Attn to: Ms. Agnes Koonlian.Chin@taylors.edu.my (BH & BG & BS) 42.08
 © Taylor's University, School of Hospitality, Tourism & Culinary Art Ms. Wendy LuokWen.Sim@taylors.edu.my (BE & BR) 21
 pois-gourmand@hotmail.fr

8. Internship Marksheets

HTM 3563 INTERNSHIP - MARKSHEET

ASSESSMENT COMPONENTS

1. Pre-Internship Briefing and Career Talks (10%)		
1.1 Briefing	___ /2	
1.2 Career talk	___ /2	
1.3 Career talk	___ /2	
1.4 Career fair	___ /4	
Pre-Internship Training: TOTAL (Marks)		(A) ___ /10
2. Internship Period (50%)		
Internship Evaluation Forms by Supervisors		
Q1-10 – total marks:		
Internship Period : TOTAL (Marks)		(B) ___ /50
3. Post-Internship Report (40%)		
3.1 e-portfolio	___ /10	
3.2 Internship Report	___ /30	
Post-Internship Report : TOTAL (Marks)		(C) ___ /40
GRAND TOTAL (A + B + C)		___ /100

NOTE TO MARKING LECTURERS:

Forms and Reports which are submitted late to the Divisional Office will be penalized as follows:

<i>Submitted one (1) day after deadline</i>	-	<i>deduct 5% from mark awarded</i>
<i>Submitted two (2) days after deadline</i>	-	<i>deduct 10% from mark awarded</i>
<i>Submitted three (3) days after deadline</i>	-	<i>deduct 15% from mark awarded</i>
<i>Submitted four (4) days after deadline</i>	-	<i>deduct 20% from mark awarded</i>
<i>Submitted five (5) days after deadline</i>	-	<i>ZERO (0) mark for the assignment</i>

Incomplete documents will be rejected.

ASSESSER'S NAME and SIGNATURE		GRADED ON (DATE)	
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