

ABSTRACT

This paper discusses the results of internships at The Gaia Hotel Bandung at the Department of Pastry, focusing on the implementation of the Cake Section as part of the star hotel pastry production operations. This internship is behind the author's desire to understand directly the professional cake production process in the hotel environment, as well as how aspects of product quality, time efficiency, and work systems are carried out in an integrated manner. The purpose of this activity is to study and evaluate the cake production process from the preparation stage of ingredients, processing, decorating, to serving. Data collection methods used include direct observation, interviews, documentation, and literature studies. Activity results show that the success of cake production in hotels is determined not only by technical skills, but also by effective working time management, consistent quality control systems, and clear task sharing between staff. In addition, the author also proposed some development of a simple work system to improve production efficiency. Through this internship, the author gained practical understanding of the hotel pastry industry standards as well as direct experience in carrying out professional work processes in five-star hotel kitchens.

Keywords: Pastry Hotel, Cake Section, Time Management, Quality Control, Kitchen Operations.