

ABSTRACT

The hospitality industry plays a vital role in supporting tourism, and the Food and Beverage (F&B) department is key in delivering good service. In particular, the pastry department is responsible for producing bread, cakes, and quality desserts. An internship in the pastry department at Hotel De Braga by Artotel provided the author with the opportunity to be directly involved in all aspects of pastry production, from ingredient preparation to product presentation. The purpose of this study is to describe the work carried out in the pastry area and to discuss all the equipment used. The results of this study show that production follows established procedures; however, there are limitations in equipment that may affect product quality. It is recommended to add more equipment and perform routine maintenance to support production.

Keywords: Hospitality, Internship, Pastry, Work Equipment