

ABSTRACT

WORK ACTIVITIES PRACTICES IN THE KITCHEN DEPARTMENT (DIMSUM) SWISS-BELHOTEL HARBOURBAY BATAM

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Tourism in the process of development requires the role of the hotel. Swissbell hotel that is located in Harbourbay Batam is a four star hotel that delivers good quality services in order to achieve guest satisfaction. One of the responsibilities is to improve the kitchen department especially in Dimsum section. This report was written to obtain basic knowledge regarding the operation that happens in Swissbell Hotel in the kitchen section.

This writing report was written to obtain the basic knowledge in kitchen operations in Batam Swissbell harbourbay, as well as formulate problems related to the management, preparation and presentation of dimsum.

This field work practice gives a lot of basic knowledge in making dimsum products, through this field work practice the writer can wrap various forms of dimsum, make dimsum sambal, and can cook properly.

Keywords: Hotel, Dimsum Kitchen Department