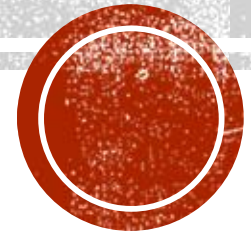


HYATT REGENCY WORK EXPERIENCE



By: Kelly C. Mondina

180 TOTAL HOURS OF COMPLETION!

Started: June 15, 2015



Ended: July 20, 2015



SKILLS I'VE DEVELOPED?



- *How to ice cakes*
- *Making crepes with chopsticks*
- *Clean slice mud cakes/cheese cakes*





HOW TO ICE CAKES

- ❖ Place your cake on a stand.
- ❖ Add frosting on top of the cake
- ❖ Start spread the icing on top then to the sides.
- ❖ Smooth out the frosting on sides then the top.
- ❖ Then design your cake

It's pretty challenging





MAKE CREPES WITH CHOPSTICKS

- Heat the frying pan on medium heat. (spray pan with pam)
- Pour the batter to the pan with a ladle.
- Start tilting the pan in a circular motion to spread evenly on the surface.
- Get the chopstick to flip the crepe. And to grab the edges.
- Then grab the edge of the crepe to the other end.
- Then finally grab the other edge to create a triangle





CLEAN CAKE SLICE

- Need: hot water, a knife, and towels.
- Place the knife into the hot water and place the water and a towel to whip the knife before each use into the hot water and it .
- Then use the towel to the knife before each use.
- You cut then slice to the side. Do not pull the knife up for each because you will create crumps.
- Then repeat until you have a total of 16 slices.



GROWN TO DEAL WITH CUSTOMERS, COLLEAGUES, AND SUPERVISORS?

- **Customers?** An equal amount of mean, impatient, friendly, and kind.

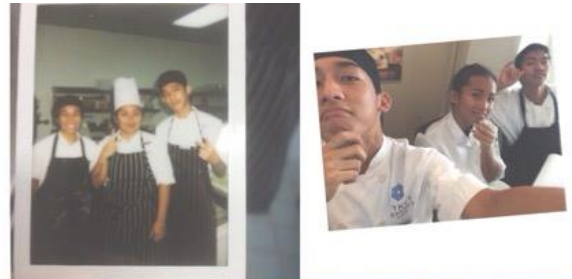
I learn to deal with **customers**, serve with a smile, and do what a they need/want because they're always right.

- **Colleagues?** Nice and Very helpful.

I learn to always ask questions whether you know you're doing things right or wrong. I also learn to get along with my **colleagues** and develop a close bond with them.

- **Supervisor?** They're very helpful.

I learn to get along and close with them and make sure to the job assigned correctly. It's really nice to get complimented about improving by them.



CHANGES I COULD'VE MADE AT MY WORK SITE?

There's nothing I would really change at my work site. Everything went great and I absolutely love the people working there. All the workers have a really nice and positive attitude. They show hospitality, making sure the customers are happy, and always serve with a smile. When you walk into Hyatt, you would automatically feel that welcoming. Everyone is just so nice. Workers and customers will always greet you "Hafa Adai." I wasn't being treated differently just because I was only an intern. I was treated like everyone else. It actually felt like I was an employee at Hyatt. Internship was a really great experience. I'm glad I did this. It's like a preparation to the working real world and you know what to expect.



MEMORABLE EXPERIENCE



Grand dessert

A big event that I got to help out with!



Sunday's brunch

Making crepes for the Guest every Sunday!



ABOUT HYATT?

- In 1993, Hyatt Regency Guam was built and opens a 138 room property in Tumon.
- It has been open for 22 years.
- Sophia Chu was Hyatt Regency Guam's 1st female general manager.
- Executive Chef: Mirko Agostin
- Executive Sous Chef: Kenny Homma
& Tony Lee.
- Pastry Chef: Suharto
- Have very good service and kind staffs
- Total of 3 restaurants:
La Mirenda, Niji, and Al Dente



General Manager:

Sophia Chu



3 LOCAL COMPETITORS: ***WESTIN, SHERATON, AND HILTON***

Westin Resort Guam

○ Hotel Tel:

+1 671-647-1020

○ General Manager:

Harrison Cho

○ Hotel Address:

105 Gun Beach Road, Tumon,
96913



Sheraton Laguna Guam Resort

○ Hotel Tel:

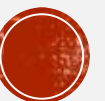
+1 671-646-2222

○ General Manager:

Vincent Ben Cruz

○ Hotel Address:

470 Fahrenholt Ave,
Tamuning, 96913



HILTON RESORT, GUAM

○ Hotel Tel:

+1 671-646-1835

○ General Manager:

Makoto Yasuhara

○ Hotel Address:

202 Hilton Road | Tumon Bay, GU 96913



THE END & THANK YOU!

