

CHAPTER IV

CONCLUSION

Modern European people enjoy having coffee in a coffee shop. They meet and socialize with their friends there. They make coffee shops as their third place after their own home and office. Due to globalization, Indonesian and Western cultures meet. Indonesian coffee shops (*warung kopi*) which used to be simple, traditional and un-prestigious now are replaced by modern ones which are well decorated, modern and prestigious. Modern, upper class Indonesian people now go to modern coffee shops to socialize with their friends. They, even, sometimes have business meetings in the coffee shops. Having coffee in coffee shops becomes a lifestyle for them.

There are international and local coffee shops in Indonesia. Every coffee shop has its own characters. One of the famous coffee shops in Indonesia is Starbucks Coffee. Starbucks Coffee has a lot of stores in many big cities of Indonesia: Jakarta, Surabaya, Semarang, Makassar, Denpasar, Solo, and others. As the second largest city in Indonesia, Surabaya has more than twelve stores of Starbucks coffee shops. One of the stores is Starbucks Coffee Shop located at National Hospital Surabaya.

The writer learned a lot of things from his internship as part timer barista at Starbucks National Hospital. He learned about the types of coffee from many parts of the world and the procedures to process the coffee from raw bean to ready coffee beverage. He also learned about how to manage a store and how to serve

customers with the best service. Understanding customer's need and satisfaction is one of the greatest experiences that the writer get in Starbucks Coffee National Hospital Surabaya.

Doing internship in Starbucks Coffee is pleasurable and fun because the working atmosphere is good and the workers are friendly. The writer makes friends with the workers and sometimes go out with them to enjoy the time. The writer also gets a lot of benefits by doing his internship in Starbucks because he could fulfill his passion in food and beverages, especially in latte art. Finally by doing intership in the store, he also can apply what he has learned during his study.