The Job Descriptions of Waiter/Waitress in Food and Beverage Department in Lor In Hotel

FINAL PROJECT REPORT

Submitted as a Partial Requirement in obtaining Degree In English Diploma Program, Faculty of Letters and Fine Arts Sebelas Maret University

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       in Food and Beverage Department in Lor In Hotel
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MOTTO

I can do everything through HIM who gives me strength.
(Philippians 4:13)

I’ll never walk alone!!!
(the writer)
DEDICATION

This final project report is dedicated to:

Jesus Christ
My beloved Dad and Mom
My Beloved Sister
My Teachers
My best friends
PREFACE

I would like to give the best regard and thanks to my almighty God, Jesus Christ for blessing and guiding the writer during finishing this final project report. This report is written by the writer to fulfill requirement in obtaining the English Diploma Program. This is a report of Job Training in Lor In Hotel. I am interested in doing this job training in Lor In Hotel especially in Food and Beverage Department because the writer wanted to know how to serve the guest before they order their foods until they finish their foods.

This report entitled “The Job Descriptions of Waiter/Waitress in Food and Beverage Department in Lor In Hotel” gives information about the rules which have to be done by waiters/waitresses when they serve their guest in every section of Food and Beverage Department.

I realize that this report is far from perfect. I appreciate and accept any advice and criticism.

Surakarta, July 2010

Arif Kartika
ACKNOWLEDGEMENT

First of all, I would like to thank my almighty God, Jesus Christ for the blessing and guidance to accomplish this final project entitled “The Job Descriptions of Waiter/Waitress in Food and Beverage Department in Lor In Hotel”

I would like to thank these following important people that this final project can be completed precisely. They are:

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7. Mr. Mudia Trianamaja, the General Manager of Lor In Hotel who has given to me an opportunity to do job training.
8. All staffs in Lor In Hotel for helping me on my job training and giving new knowledge.
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To my little sister, thank you.
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Arif Kartika

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ABSTRACT

Arif Kartika. 2010. “The Job Descriptions of Waiter/Waitress in Food and Beverage Department in Lor In Hotel”. English Diploma Program. Faculty of Letters and Fine Arts, Sebelas Maret University.

There are four approaches of tourism products that can develop tourism industry. They consist of attraction, accessibility, amenity, and activity. Hotel is a part of accommodation that is included in the amenity approach. As amenity approach, hotel has responsibility to serve the guests with the best service to make them satisfied.

This final project is based on job training activity in Lor In Hotel which is written to explain the job description of waiters/waitresses when they work in sections of Food and Beverage Department. This final project discusses about the kind of services in Lor In Hotel and the efforts which are done to satisfy the guests while staying in hotel. Hopefully, this final project report will be beneficial for the hotel to improve their service quality. For the students of Diploma III English Department, hopefully this final project can be a reference to make a report. For the readers, hopefully this final project report is expected to be able to give information about sections of Food and Beverage Department in Lor In Hotel.
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CHAPTER I
INTRODUCTION

A. Background

Hotel is a kind of accommodation which is one of many tourism elements. A tourism attraction needs the accommodation as one of its facilities, so that the tourists feel more comfortable in enjoying the tourism object. Nowadays, hotel is not only used for spending the night, but also used for providing the guest opportunities to do daily activities such as meeting, holding events, or having dinner. Therefore, many business hotels are built in the big cities. Hotel is commercial industry which uses several parts of the entire buildings to provide guest room, food and beverage and other public service which are commercially managed. In operational activities, a hotel has many departments in which each of them has its own responsibilities.

Hotel is a company that moves in the area of service and is managed commercially where the guest can get room facilities, food and beverage facilities and the other facilities. So as an important factor from that program, Hotel should give good service for its guests.

Hotel has some departments that are divided into two groups. They are front departments and back departments. Front departments are departments that have direct connection with the guests, such as front office department, house keeping department, and food and beverage department. Back departments are departments that do not have direct connection with the guests, such as marketing
department, accounting department, engineering department, security department and so on. Each of the departments has its own functions, duties and responsibilities to the hotel operation.

In Solo, there are lots of hotels that have good facilities to attract their guests to stay in their hotel. Lor In Hotel is one of the five star Hotels in Solo that has some programs that will make the guest feel comfortable when they stay in the Hotel. Lor In Hotel has some departments that will help it to serve its guests like Front Office, House Keeping, Food and Beverage, Marketing, and so on.

Giving a good service to the Hotel guests especially in the sections of the Food and Beverage Department is the important factor for the waiters/waitresses when they serve their guest. When they give a good and satisfying service to the guests, the guest will be back to the Hotel. That situation is called return market.

The writer is interested to make job training in Lor In Hotel. The reason why the writer chooses Lor In Hotel is the writer wants to know the job description of waiter/waitress in Lor In Hotel and to know how to handle many characters of people when the writer serves his guest. On the job training in Lor In Hotel the writer chooses Food and Beverage Department. This is the report of the writer’s experience when the writer has done job training activity in the sections of Food and Beverage Department.

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This job training is done to complete the requirement for the English Diploma Degree and the title of this final project is “The Job Descriptions of Waiter/Waitress in Food and Beverage Department Lor In Hotel”.

B. Objectives

Based on the background that has been mentioned before, the objectives are:

1. To know the job description of waiter/waitress in the sections of Food and Beverage in Lor In Hotel.
2. To know the services in Lor In Hotel to make the guests enjoy the hotel’s products.
3. To describe the problems that are faced by the waiters/waitresses when they serve their guest in the sections of Food and Beverage Department in Lor In Hotel.

C. Benefits

Hopefully, this report will benefit for:

1. The Hotel
   This report can help the hotel to know its strength and its weakness when the Hotel competes with other Hotels.
2. The Writer
   The writer can improve his skill about hotelier and also study how to be the best waiter.
3. The Reader

The report is expected to provide knowledge about Hotel and give experience when the reader wants to work as a waiter/waitress.
CHAPTER II

LITERATURE REVIEW

A. Hotel

A.1. Definition of Hotel

The general definition of hotel is a company that moves in the area of service and is managed commercially, where the guests can get room facilities, food and beverage facilities and the other facilities.

Sulastiyono in his book “Manajemen Penyelenggaraan Hotel” states: “Hotel is an accommodation that uses partial or entire building to provide service, food and beverage and other supporting service for public that is commercially organized” (1996:6).

The definition of Hotel according to “Surat Keputusan MENPARPOSTEL Nomor: KM34/HK103/MPPT-87”

“Hotel is a kind of accommodation that uses partial or whole building to provide inn service, food and beverage and also other services for public that are commercially organized and fulfil the requirements determined in the government polices”.

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Ir. Endar Sugiarto and Sri Sulartiningrum in their book “Pengantar Akomodasi dan Restaurant” state:

“Hotel is a place for someone who stay not for long time”. The style of this accommodation are Guesthouse, Cottage, Inn, Camp, etc. (1996:4)

Based on the opinion above, the writer concludes that hotel is a kind of accommodation that provides inn service, food and beverage, and other services for public to get profit.

A.2. Hotel Classifications

In United States, hotel can be classified into

1. Commercial Hotels cater mainly to business clients and usually offers room service, coffee-shop, dining room, cocktail lounge, laundry and valet service as well as access to computers and fax services.

2. Airport Hotels are located near airports and are conveniently located to provide any level of service from just a clean room, to room service. They also provide bus or limousine service to the airport.

3. Conference Centers are designed to specially provide meeting space for groups; they provide all services and equipment necessary to handle conventions.

4. Economy Hotels provide a limited service, are known for clean rooms at low prices meeting just the basic needs of travelers.

5. Suite or All-Suite Hotels are hotels which offer spacious layout and design. Business people like the setting, which provides space to work and entertain separated from the bedroom.
6. Casino Hotels are often quite luxurious. Their main purpose is in support of the gambling operation. Casino Hotels often offer top name entertainment and excellent restaurants.

7. Resort Hotels is the planned destination of the guests, usually vacationers. This is because resort is located at the ocean or in the mountains away from inner cities. Resort hotels may offer any form of entertainment to keep their guest happy and busy.

Taken reference from “Research Department of the Caribbean Tourism Organization 2002”, hotel can be classified into:

**One Star Hotels**

Hotels in this classification are likely to be small and independently owned, with a family atmosphere. Services may be provided by the owner and family on an informal basis. There may be a limited range of facilities and meals may be fairly simple. Lunch, for example, may not be served. Some bedrooms may not have en suite bath/shower rooms. Maintenance, cleanliness and comfort should, however, always be of an acceptable standard.
Two Star Hotels

In this classification hotels will typically be small to medium sized and offer more extensive facilities than at the one star level. Some business hotels come into the two star classification and guests can expect comfortable, well equipped, overnight accommodation, usually with an en-suite bath/shower room. Reception and other staff will aim for a more professional presentation than at the one star level, and offer a wider range of straightforward services, including food and drink.

Three Star Hotels

At this level, hotels are usually of a size to support higher staffing levels, and a significantly greater quality and range of facilities than at the lower star classifications. Reception and the other public rooms will be more spacious and the restaurant will normally also cater for non-residents. All bedrooms will have fully en-suite bath and shower rooms and offer a good standard of comfort and equipment, such as a hair dryer, direct dial telephone, toiletries in the bathroom. Some room service can be expected, and some provision for business travelers.

Four Star Hotels

Expectations at this level include a degree of luxury as well as quality in the furnishings, decor and equipment, in every area of the hotel. Bedrooms will also usually offer more space than at the lower star levels, and well designed, coordinated furnishings and decor. The en-suite bathrooms will have both bath
and fixed shower. There will be a high enough ratio of staff to guests to provide services like porter, 24-hour room service, laundry and dry-cleaning. The restaurant will demonstrate a serious approach to its cuisine.

**Five Star Hotels**

Here you should find spacious and luxurious accommodation throughout the hotel, matching the best international standards. Interior design should impress with its quality and attention to detail, comfort and elegance. Furnishings should be immaculate. Services should be formal, well-supervised and flawless in attention to guests' needs, without being intrusive. The restaurant will demonstrate a high level of technical skill, producing dishes to the highest international standards. Staff will be knowledgeable, helpful in all aspects of customer care, combining efficiency with courtesy.

Based from dining plan, hotel can be classified into

**The Continental Plan**

The Continental Plan, sometimes abbreviated as CP in hotel listings, indicates that the quoted rate includes a continental breakfast. A continental breakfast normally consists of coffee or tea, juice, and bread. The bread may be as simple as a loaf or as appealing as a basket of freshly baked croissants, scones, and muffins. At some facilities, yoghurt and fresh fruit may also be available. The Continental Plan breakfast does not include cooked foods, such as pancakes or eggs. Under the continental plan, diners often find breakfast is self-serve, although many hotels
have a waiter available to pour and refill beverages. Although there is no fee for breakfast when you stay in a hotel on the continental plan, it's considerate to leave a small tip if you've been served by a waiter. Aside from breakfast, all other food provided by the hotel is billed.

The American Plan

The American Plan, sometimes abbreviated as AP in hotel listings, means that the quoted rate includes three meals a day, that are breakfast, lunch, and dinner. In the American plan, the meals are provided by the hotel kitchen. Some hotels offer guests the option of being on the American plan or paying a la carte for food consumed in their facility. Travelers choosing a hotel in a remote location where there are not many restaurants — or none at all — need to stay at a hotel that offers an American plan. In Europe and some other countries the American plan is referred to as Full Pension or Full Board.

The Modified American Plan

The Modified American Plan, sometimes abbreviated as MAP in hotel listings, means that the quoted rate includes two meals a day, including breakfast and either lunch or dinner. In the Modified American plan, these meals are provided by the hotel dining room. Some hotels offer guests the option of being on the American Plan, a Modified American Plan, or paying a la carte for food consumed in their facility. Travelers choosing a hotel in a remote location where there are not many restaurants — or none at all — need to stay at a hotel that offers at least...
a Modified American plan. In Europe and some other countries the Modified American Plan is referred to as Half Pension or Half Board.

**The European Plan**

The European Plan, sometimes abbreviated as EP in hotel listings, indicates that the quoted rate is strictly for lodging and does not include any meals. All food provided by the hotel is billed separately. Taxes and tips are usually additional as well. Some hotels offer guests the option of being on the American Plan, a Modified American Plan, a Continental Plan, or the European Plan. The advantage of the European Plan is that it encourages guests to try a variety of restaurant experiences, and they can often save money.

A.3. Hotel Products

There are two kinds of products in Hotel. They are Tangible Product and Intangible Product. Tangible Product is a hotel product which can be seen directly by the guests, for example: room, food and beverage, laundry, swimming pool, function room, sport and recreation facilities, entertainment, telephone, lobby hotel, and hot spot area. Intangible Product is a hotel product which can not be seen directly, but this product can be felt by the guests, for example: room service, safety, and sanitation.
B. Food and Beverage Departments

B.1. Definition of Food and Beverage Department

Food and beverage department is one of the front departments in the hotel. Food and beverage department is a part of hotel that manages food and beverage from the guests who stay or not in the hotel and it is commercially and professionally organized. Food and beverage also has responsibility to provide meals for all employees. Food and beverage also has an important role in attracting customers to stay at the hotel or just enjoy the food at the restaurant of the hotel.

B.2. The Sections of Food and Beverage

Food and beverage department is divided into 2 sections, as the following:

a. Food and Beverage Service

Food and beverage service is a section of food and beverage department which has a duty to serve food and beverage to customers who come to the hotel restaurant directly including the customers who want to enjoy the food in their room. Parts of food and beverage department are restaurant, lounge, room service, banquet, and pool bar. Hotel staffs who work in the food and beverage service are called waiter or waitress.

b. Food and Beverage Product

Food and beverage product contain of kitchen, stewarding and staff canteen. Food and beverage product is a part of F&B department that is responsible to provide all kinds of food and beverage needed by the customers.
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CHAPTER III
DISCUSSION

A. Company Profile of Lor In Hotel

1. The Brief History of Lor In Hotel

Lor In Hotel was built by Anomsolo Saranatama Hotel Company and Group Design from Thailand. This Hotel has two floors and was built using Solo Java traditional style and mixed with tropical plants. Java classic style can be seen from the rooftop which is using Joglo style, tiles, wall ornaments from Klaten’s stone, temple triumphal arch, and there is also a restaurant which is using Joglo style.

The first name of Lor In Hotel is Sheraton Hotel Solo where Its network was International network. Sheraton Hotel Solo was officially opened on December 21st, 1996 by former president of Indonesia Mr. Soeharto. The owner of this Hotel was Anomsolo Saranatama Hotel Company (HAS Company).

Afterwards Sheraton Hotel Solo was taken over by Management of Lor In Hotel on January, 30th 1999 until present day. Lor In is an abbreviation from Labuhan Oriental Resort International. Its network is under The Management Lor In Hotel Company, Indonesia, They are Lor In Solo, Lor In Villa, Resort Hotel Sababai Bali, Lor In Belitung. The Director of Lor in Hotel is Hardjanto Suwardono. The General Manager of Lor In Hotel is Mudia Trianamaja.
2. The Location of Lor In Hotel

Lor In Hotel Resort and Spa Solo is located on Jl. Adi Sucipto no. 47 Solo. Its location is very strategic where it connects Adi Sumarmo International Airport and Central of Solo. Central Business and Shops are located about 10 km from Hotel and from International Airport is about 5 km. Lor In Hotel Resort and Spa Solo prepares shuttle service from Airport and also prepares Bus for guests.

3. The Facilities at Lor In Hotel Resort and Spa Solo

As the five star hotel, Lor In Hotel Resort and Spa Solo has complete facilities that make the guests who stay at this hotel will feel like in their home. The facilities which provided by Lor In Hotel Resort and Spa Solo are guest rooms, meeting and functional rooms, and additional facilities & services.

   a. Guest Rooms

   As a five star hotel, Lor In Hotel Resort and Spa Solo has 196 rooms which have different facilities depend on the room categories. The 196 rooms are separated into 3 places and divided into 4 categories, each of the categories have different facilities and different price. The categories are; Executive Rooms, Deluxe Rooms, Bungalow, and Moderate Rooms.

   1. Executive Rooms

   The Executive Rooms are separated on the west section and east section, and divided into 3 categories. They are Executive Double, Executive King, and Executive Suite. Executive King Consists of 20 rooms, Executive Twin consists of 30 rooms. The Executive Suite Rooms themselves are...
divided into 4 categories. They are two rooms Queen Suite on east section and four rooms on west section, one Raja Suite on west section, one Pangeran Suite on east section, and one Sultan Suite on east section.

2. Deluxe Rooms

Deluxe Rooms consist of 52 rooms located on east section. They are deluxe double, Deluxe King, and Deluxe Suite. Deluxe King consists of 22 rooms and Deluxe Twin consists of 30 rooms.

3. Moderate Rooms

This the newest room in Lor In Hotel Business, Resort, and Spa Solo. The rooms are located in the backyard. There are Moderate King consist of 30 rooms and Moderate Twin consist of 50 rooms.

4. Bungalow

Bungalow is the most expensive rooms in Lor In Hotel Resort and Spa, Solo. Each of the bungalows has a private swimming pool. There are 3 bungalows in this Hotel, They are:

- Bungalow 1 (Bagaskoro): It has a king room on the second floor, a king room on the first floor, a double room in the first floor, a living room, and a swimming pool.
- Bungalow 2 (Kirana): It has a king room on the second floor, a king room on the first floor, a double room in the first floor, a living room, and a swimming pool.
- Bungalow 3 (Kartika): It has a king room, a double room, a living room, and a swimming pool.
b. Meeting and Functional Rooms

Lor In Hotel Resort and Spa Solo has many meeting rooms and function rooms. These rooms are divided based on the large of space. The meeting and function rooms which owned by Lor In Hotel Resort and Spa Solo are; Puri Kencana Ballroom (Grand Ballroom), Puri Retno, Puri Rukmi, Jolonidi, Private Dining Room, Executive Board Room, Antee Room.

1. Puri Kencono Ballroom (Grand Ballroom)

This is the biggest meeting room in Lor In Hotel. It is 24 meters x 24 meters x 5 meters. This room is not only use for meeting, but also for party. This room can be separated into two rooms. They are Puri Kencono 1 and Puri Kencono 2, with capacity in style as follows:

- Puri Kencono Ballroom (Grand Ballroom)
  - Theatre Style 800 seats
  - Class Room Style 325 seats
  - U – Shape Style 250 seats
  - Restaurant Style 200
  - Standing or Cocktail Style 900 persons

- Puri Kencono 1
  - Theatre Style 400 seats
  - Class Room Style 225 seats
  - U – Shape Style 135 seats
  - Restaurant Style 105 persons
Standing or Cocktail Style 90 persons

- Puri Kencono 2
  - Theatre Style 200 seats
  - Class Room Style 90 seats
  - U – Shape Style 60 seats
  - Restaurant Style 70
  - Standing or Cocktail Style 225 persons

2. Puri Retno

Puri Retno is smaller than Puri Kencono Ballroom. It is 12 meters x 8 meters x 3.5 meters. This room is located on the right side of the Puri Kencono Ballroom, with capacity in style as follows:

  - Theatre Style 80 seats
  - Class Room Style 45 seats
  - U – Shape Style 30 seats
  - Restaurant Style 36 persons

3. Puri Rukmi

Puri Rukmi is located on the left side of the Puri Kencono Ballroom. It is 12 meters x 8 meters x 3.5 meters, with capacity in style as follows:

  - Theatre Style 80 seats
  - Class Room Style 45 seats
  - U – Shape Style 30 seats
  - Restaurant Style 36 persons
4. Jolonidi

This meeting room is located in front of the restaurant and in the middle of lagoon. This room was built using Joglo style. It is 12 meters x 12 meters x 12 meters, with capacity in style as follows:

- Theatre Style 80 seats
- Class Room Style 45 seats
- U-Shape Style 30 seats
- Restaurant Style 36 persons

5. Private Dining Room (PDR)

This room is usually used for small meetings, because this room is only for 8 persons. It is located in front of Jolonidi. There are: a table, eight chairs, and furniture which can make the guests feel comfortable in doing a small meeting.

6. Executive Board Room

This function room is usually used for transit rooms for the guests who hold events or usually used for VIP rooms. It is located in front of Puri Rukmi.

7. Antee Room

This is a small function room beside the Executive Board Room. It is used for VIP rooms. It is 4.5 meters x 4 meters x 3 meters.

c. Additional Facilities & Services

- Additional Facilities

1. Sasono Budjono Restaurant
It serves many kinds of delicious food from Indonesian, Chinese, Japanese, European, and also American. The food is cooked by the local professional chef. It is also open for public from 6:30 am to 11:00 pm. There is a beautiful view of landscaped gardens and lagoons, or alfresco on the terrace.

2. Puri Parisuko Bar and Karaoke
A relaxed fun pub equipped with sophisticated music equipment, sound systems and a giants screen. Many beverages from the non alcoholic to the alcoholic beverages are available in this bar. The guests can also enjoy the music played and singing.

3. Room Service
The room service is ready 24 hours to serves the guests who want to have their meal in their room. The list of menu is available in the bed side table of each room.

4. Jolotundo Swimming Pool and Pool Bar
This facility is opened for public. Not only the guests who stay in the hotel that can use this facility. There are non alcoholics and alcoholic beverages provided by the pool bar.

5. Kridanggo Health Club
This facility is also opened for public. The fitness center is located in front of the Joloundo Swimming Pool.

6. SPA Teatment
Lor In Hotel Solo also provides this SPA facility. If you feel tired or need massage to refresh your body, you can go to SPA Treatment in Lor In Hotel Solo.

7. Laundry and Dry Cleaning

This facility is opened for public and it uses one day service. Your clothes will finish to be cleaned in the same day you deliver it.

8. LC Lounge

It is a coffee shop where guests can order any kinds of coffee. LC Lounge also sell any kinds of cakes and snacks which made by pastry section of Lor In Hotel. It is located in front of the lobby.

9. Kampoeng Ikan

A part of the Food and Beverage Department of Lor In Hotel which sell all about grilled fish. We can also do fishing. It is located on the backyard of Lor In Hotel.

10. Paint Ball Games

A place where the guests can play war game with paint ball. It is located near Kampoeng Ikan.

11. Drug Store

12. Travel Agent

13. Money Exchange

14. Batik and Gift Shop

15. Out Bound

16. Beach Volley Park
17. Tennis Court

- Additional Services
  
  - Receptionist which is ready 24 hours
  
  - Express check in and check out
  
  - Color TV, Mini bar, IDD Telephone, Tea & Coffee Making facilities in each room.
  
  - Hot Spot
  
  - Credit card accepted
  
  - ATM: BCA
  
  - Javanese Orchestra and Sendratari (traditional dancing from Java)
  
  - Taxi Counter
B. Job Descriptions of Waiter/Waitress
in the sections of Food and Beverage Department

B.1 The Equipments in the sections of Food and Beverage Department

These are the equipments which will help the waiters/waitresses when they do
their job description in each section of Food Beverage Department.

1. China ware
   This equipment is made of ceramic. It is a kind of plates (dinner plate,
dessert plate, B&B plate, cake plate, and salad plate), soup cup, cup/saucer, cream
pitcher, tea pot, etc.

2. Glass ware
   This equipment is made of glass. It is a kind of glasses like water goblet, juice
glass, high ball, wine glass, beer glass, champagne glass, etc.

3. Silver ware
   This equipment is made of stainless steel. It is a kind of cutleries, like
dinner spoon, dinner fork, dinner knife, tea spoon, dessert fork, dessert spoon, etc.

4. Tray
   There are two types of tray which are used in the restaurant. They are Food
tray and Beverage tray.

B.2. Sasono Budjono Restaurant

Sasono Budjono Restaurant is a facility which is designed to present food
and beverage for the guest staying at the hotel or from the outside of hotel. There
are many kind of menu in this restaurant; they are European menu, American menu, Indonesian menu, etc.

In Sasono Budjono Restaurant, there are two types of menu service, such as: A’la carte menu and A’la table D’hote.

Melka said that A’la cate menu is a menu of which each item on the menu is ordered, prepared, and priced separately. (Sugiarto and Sulartiningrum, 1999: 106).

Ibid said that A’la table D’hote is a fixed-price meal. Complete meal from appetizer to dessert as listed on the menu list for a set price. (Sugiarto and Sulartiningrum, 1999: 107).

B.2.1. The Job Descriptions of Waiter/waitress in the Sasono Budjono Restaurant in Lor In Hotel Resort and Spa, Solo.

1. Welcoming and greeting the guests
2. Receiving the guest and delivering them to the available place
3. Pouring the mineral water to the goblet which is ready in the table
4. Giving the food beverage list to the guest
5. Taking order.

To take order, there are some things that must be paid attention by the waiter/waitress:

a. Standing at the left side of the guest and asking the guest “are ready to order sir/madam/miss”

b. Listening to the guest and write the order

c. Writing the order clearly and systematically with numbering system
6. Confirming the order

Waiter/Waitress must confirm the order the guest to avoid a mistakes before he/she send the order to the kitchen.

7. Placing the order and pick it up

8. Serving the order and clean it up

9. Giving the bill to the guest

10. Inviting guest and saying “thank you”

B.3. Puri Parisuko Bar and Karaoke

A relaxed fun pub equipped with sophisticated music equipment, sound systems and a giants screen. Many beverages from the non alcoholic to the alcoholic beverages are available in this bar. The guests can also enjoy the music played and singing.

B.3.1. The Job Descriptions of Waiter/Waitress in Puri Parisuko Bar and Karaoke in Lor In Hotel Resort and Spa, Solo.

1. Preparing the order book

2. Writing down the identity of the guest such as number of table, number of person, and time of order in the order slips. The first slip is sent to the kitchen, the second slip is sent to the cashier to make the guest bill, and the third slip is kept in the bar log book.

3. Giving the order including the guest bill by using the tray.

4. Bringing the guest bill which has been paid by the guest to the cashier.
5. Giving the first slip is given to the guest, giving the second slip to the cashier, and keeping the third slip in the bar log book.

6. Handling and controlling the karaoke machine.

B.4. Room service

Room service section is a one of the parts of the Food and Beverage Department which usually serves the food and beverage to the guest rooms. The main duty of room service is serving breakfast, lunch, dinner, and supper to the guest who is ordered by phone before. Room service also prepares a special treatment to the VIP room such as giving kind of fruits and drinks.

Room service has different utensils with the other sections in the Food and Beverage Department such as, using telephone for the communication equipment to the guest, using tray and folding table to bring the food or beverage to the guest room. In room service section, waiter/waitress can work as a telephone operator who will help the guests to make some orders of food or beverage.

B.4.1. The Job Descriptions of Waiter/waitress in the Room Service Section in Lor In Hotel Resort and Spa, Solo.

There are two steps that will be done by the waiters/waitresses when they handle the guest in the room service section. The first step is handling the order by phone,

1. Answering the telephone call politely and listen carefully. Try to answer the phone before third ring, say greeting and our section in the hotel “Morning/Afternoon/Evening, Room Service, may I help you”.

2. Preparing the order book
3. Writing down the identity of our guest such as room number, number of person, and guests name in the order slips

4. Reading the order and the identity of the guest to make sure that there is no mistake in the order.

5. Preparing the cutleries which will be used.

6. Bringing the order including the guest bill to the guest room by using tray or folding table.

The second step is serving the order in the guest room,

1. The waiter/waitress knocks the guest room door three times, after that tells the identity “Room Service”.

2. After the guest opens the door, the waiter/waitress gives greeting “Good morning/afternoon/evening, sir/madam”.

3. The waiter/waitress asks to the guest “Where should I put your order sir/madam”. Before the guest answers the question, we are not allowed to enter the room.

4. The waiter/waitress gives the guest bill to the guest to be signed.

5. The waiter/waitress asks to the guest ”Is there anything else, sir/madam” to make sure that the guest does not need any help in that time.

6. When the waiters/waitresses leave the room, they have to say their magic word “Enjoy the food or drink” and last greeting to the guest.

7. Giving the guest bill to the cashier.
Those are the steps which must be done by the waiters/waitresses, when they work in the room service section.

B.5. Jolotundo Pool Bar

Jolotundo Pool Bar is a bar which is located in the swimming pool area of Lor In Hotel that is provided for the guests who are having fun, in order they can get food and beverage easily.

B.5.1. The Job Descriptions of Waiter/Waitress in the Jolotundo Pool Bar in Lor In Hotel.

There are five steps that will be done by the waiters/waitresses when they handle the guest in the Jolotundo Pool Bar.

1. Preparing the order book
2. Writing down the identity of the guest such as number of table, number of person, and time of order in the order slips. The first slip is sent to the kitchen, the second slip is sent to the cashier to make the guest bill, and the third slip is kept in the pool bar log book.
3. Giving the order including the guest bill by using the tray.
4. Bringing the guest bill which has been paid by the guest to the cashier.
5. Giving the the first slip is given to the guest, giving the second slip to the cashier, and keeping the third slip in the bar log book.
B.6. LC Lounge

It is a coffee shop where guests can order any kinds of coffee. LC Lounge also sell any kinds of cakes and snacks which made by pastry section of Lor In Hotel. It is located in front of the lobby.

B.6.1. The Job Descriptions of Waiter/Waitress in the LC Lounge in Lor In Hotel.

1. Welcoming and greeting the guest
2. Preparing the order book
3. Writing down the identity of the guest such as number of table, number of person, and time of order in the order slips. The first slip is sent to the kitchen, the second slip is sent to the cashier to make the guest bill, and the third slip is kept in the bar log book.
4. Giving the order including the guest bill by using the tray.
5. Bringing the guest bill which has been paid by the guest to the cashier.
6. Giving the the first slip is given to the guest, giving the second slip to the cashier, and keeping the third slip in the bar log book.

B.7. Kampoeng Ikan

A part of the Food and Beverage Department of Lor In Hotel which sell all about grilled fish. We can also do fishing. It is located on the backyard of Lor In Hotel.
B.7.1. The Job Descriptions of Waiter/waitress in the Kampoeng Ikan in Lor In Hotel.

1. Welcoming and greeting the guests
2. Receiving the guest and delivering them to the available place
3. Giving the food beverage list to the guest
4. Taking order.

B.8. Banquet

Banquet is one of the services in Food and Beverage Department that is responsible to organize the decoration for the guests who hold party or other programs that in the meeting rooms which are provided by Lor In Hotel.

B.8.1. The Job Descriptions of Waiter/Waitress in the Banquet service in Lor In Hotel.

In the banquet section, the job description of waiter/waitress is clearing up the glass ware, silver ware and china ware which has been used by the guest.

Lor In Hotel gives some condition for the banquet reservation. It is done to avoid a complicated situation that might happen in the banquet service. They are:

1. The costumers have to make reservation with sales and marketing department. It is done minimally a month before the costumers hold the events.
2. The costumers must pay the down payment to the hotel, which is 50% of the total cost. The down payment must be paid two weeks before the day of the event.

commit to user
3. Cancellation will be charged according to the rule that has been made by Lor In Hotel management.

4. Cancellation one day before the event cost a full charge.
CHAPTER IV

CONCLUSION AND SUGGESTION

A. Conclusion

From the discussion in the chapter, the writer summarizes the duties of waiters and waitresses in the sections of Food and Beverage Department. In the Food and Beverage Department, the waiters and the waitresses have some different duties in each section.

The Job Descriptions of waiter and waitress in the sections of Food and Beverage Department are:

A. The Job Descriptions of Waiter/waitress in the Sasono Budjono Restaurant in Lor In Hotel.

1. Welcoming and greeting the guests
2. Receiving the guest and delivering them to the available place
3. Pouring the mineral water to the goblet which is ready in the table
4. Giving the food beverage list to the guest
5. Taking order.
6. Confirming the order
7. Placing the order and pick it up
8. Serving the order and clean it up
9. Giving the bill to the guest
10. Inviting guest and saying “thank you”
B. The Job Descriptions of Waiter/Waitress in the Puri Parisuko Bar and Karaoke in Lor In Hotel.

1. Preparing the order book

2. Writing down the identity of the guest such as number of table, number of person, and time of order in the order slips. The first slip is sent to the kitchen, the second slip is sent to the cashier to make the guest bill, and the third slip is kept in the bar log book.

3. Giving the order including the guest bill by using the tray.

4. Bringing the guest bill which has been paid by the guest to the cashier.

5. Giving the the first slip is given to the guest, giving the second slip to the cashier, and keeping the third slip in the bar log book.

C. The Job Descriptions of Waiter/waitress in the Room Service Section in Lor In Hotel.

1. Answering the telephone call politely and listen carefully. Try to answer the phone before third ring, say greeting and our section in the hotel “Morning/Afternoon/Evening, Room Service, may I help you”.

2. Preparing the order book

3. Writing down the identity of the guest such as room number, number of person, and guests name in the order slips. The first slip is sent to the kitchen, the second slip is sent to the cashier to make the guest bill, and the third slip is kept in the room service log book.

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4. Reading the order and the identity of the guest to make sure that there is no mistake in the order.

5. Preparing the cutleries which will be used.

6. Bringing the order including the guest bill to the guest room by using tray or folding table.

Serving the order when the waiter/waitress is in the guest room,

The second step is serving the order in the guest room,

1. The waiter/waitress knocking the guest room door three times, after that tells the identity “Room Service”.

2. After the guest opens the door, the waiter/waitress giving greeting “Good morning/afternoon/evening, sir/madam”.

3. The waiter/waitress asking to the guest “Where should I put your order sir/madam”. Before the guest answers the question, we are not allowed to enter the room.

4. The waiter/waitress giving the guest bill to the guest to be signed.

5. The waiter/waitress asking to the guest “Is there anything else, sir/madam” to make sure that the guest does not need any help in that time.

6. When the waiters/waitresses leaving the room, they have to say their magic word “Enjoy the food or drink” and last greeting to the guest.

7. Giving the guest bill to the cashier.
D. The Job Descriptions of Waiter/Waitress in the Jolotundo Pool Bar in Lor In Hotel.

1. Preparing the order book
2. Writing down the identity of the guest such as number of table, number of person, and time of order in the order slips. The first slip is sent to the kitchen, the second slip is sent to the cashier to make the guest bill, and the third slip is kept in the pool bar log book.
3. Giving the order including the guest bill by using the tray.
4. Bringing the guest bill which has been paid by the guest to the cashier.
5. Giving the the first slip is given to the guest, giving the second slip to the cashier, and keeping the third slip in the bar log book.

E. The Job Descriptions of Waiter/Waitress in the LC Lounge in Lor In Hotel.

1. Welcoming and greeting the guest
2. Preparing the order book
3. Writing down the identity of the guest such as number of table, number of person, and time of order in the order slips. The first slip is sent to the kitchen, the second slip is sent to the cashier to make the guest bill, and the third slip is kept in the bar log book.
4. Giving the order including the guest bill by using the tray.
5. Bringing the guest bill which has been paid by the guest to the cashier.
6. Giving the first slip is given to the guest, giving the second slip to the cashier, and keeping the third slip in the bar log book.

F. The Job Descriptions of Waiter/waitress in the Kampoeng Ikan in Lor In Hotel.

1. Welcoming and greeting the guests
2. Receiving the guest and delivering them to the available place
3. Giving the food beverage list to the guest
4. Taking order.

G. The Job Descriptions of Waiter/Waitress in the Banquet service in Lor In Hotel.

In the banquet section, the job description of waiter/waitress is clearing up the glass ware, silver ware and china ware which has been used by the guest.
B. Suggestions

After doing job training for three months in Lor In Hotel, the writer would like to give some suggestions to:

1. Lor In Hotel.

   Lor In Hotel should add more professional staff as a trainer for the trainee so the trainees will be able to do the job descriptions later.

2. English Diploma Program Students in Faculty Letters and Fine Arts Sebelas Maret University

   Before doing the job training, the students should add knowledge about hotel by reading from the book or getting the information from the internet.

3. Food and Beverage Department

   Food and Beverage Department should make the new job descriptions which is based on the standard operational procedure but visible for the waiters and the trainees.