THE ROLE OF WAITER IN ANDRAWINA
RESTAURANT AT NOVOTEL HOTEL SOLO

FINAL PROJECT REPORT

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

by

Eko Budiyanto
C9307035

ENGLISH DIPLOMA PROGRAM
LETTERS AND FINE ARTS FACULTY
SEBELAS MARET UNIVERSITY
SURAKARTA
2010

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APPROVAL OF CONSULTANT

Approved to be examined before the Board of Examiners,
English Diploma Program, Faculty of Letters and Fine Arts
Sebelas Maret University

Title : THE ROLE OF WAITER IN ANDRAWINA RESTAURANT
AT NOVOTEL HOTEL SOLO
Name : Eko Budiyanto
NIM : C9307035

Supervisor

Dra. Nani Sukarni, M.S.
NIP. 1951032119810322002
APPROVAL OF THE BOARD OF EXAMINERS

Accepted and Approved by the Board of Examiners,
English Diploma Program, Faculty of Letters and Fine Arts
Sebelas Maret University

Report Title  : THE ROLE OF WAITER IN ANDRAWINA RESTAURANT
               AT NOVOTEL HOTEL SOLO

Student’s Name  : Eko Budiyanto
NIM    : C9307035
Examination Date  : January 31, 2011

The Board of Examiners:

1. Yusuf Kurniawan, SS.MA  (..........................)
   Chairperson  NIP. 197111301999031001

2. Drs. Hendarto R, MA  (..........................)
   Secretary      NIP. 195207211979031004

3. Dra. Nani Sukarni, MS (..........................)
   Main Examiner  NIP. 1951032119810322002

Faculty of Letters and Fine Arts
Sebelas Maret University
Dean,

Drs. Sudarno, M.A.
NIP. 195303141985061001
MOTTO

There is no glory without a pain

(writer)

Never put off till tomorrow what you can do today

(writer)
DEDICATION

This final project report is dedicated to:

- My beloved father and mother
- My beloved sister
- People who love and support me

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PREFACE

First, the writer wants to thank to Allah SWT for blessing and guiding the writer during finishing this final project report. The writer also wants to say thank you for all of the people who support the writer in finishing this final project report entitle “The Role of Waiter in Andrawina Restaurant at Novotel Hotel Solo”. This final project report is written to fulfill the requirement in obtaining the English Diploma Degree.

The final project contains information about the job training activities, the problem appeared during job training and the solutions. The writer is interested in discussing the topic because it is based on the writer’s experience in doing the job training for three months in Andrawina Restaurant at Novotel Hotel Solo. The writer hopes that this final project can be useful for the readers.

The writer realizes that this final project is far from perfect. Therefore, the writer appreciates and accepts any advices and criticism from the readers for the betterment of the final project.

Surakarta, January 2011

Eko budiyanto
ACKNOWLEDGEMENT

First of all, the writer would like to thank to Allah SWT for the blessing and guidance to accomplish this final project entitled “The Role of waiter in Andrawina Restaurant at Novotel Hotel Solo

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

1. Drs. Sudarno, M.A. as Dean of Faculty of Letters and Fine Arts, Sebelas Maret University.
2. Yusuf Kurniawan, S.S. M.A. as the Head of English Diploma Program.
4. My supervisor, M. Farkhan. Mujahidin, S.Ag, M.Ag
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6. Mr. Priyanto, the Restaurant Manager of Novotel Hotel Solo, who has given to me an opportunity to do job training.
7. All staffs of Novotel Hotel Solo, Mr.Thesis (my captain), Mrs.Ari W, mas murbo, iwan, rina, mbak septi, ajik, dimas, putra, putri, puji, revita
8. The best regard to my family. My beloved parents supporting me at all cost, I love you so much and my little sister, thank you for giving spirit.
9. My best friends, the boys in Class A : Aank, Didit, Ruchi, Baazir, Erick, Marco, Pakde, Gempil, and Wawan, and the girls in class A : dewik, bivin, mbak ita, mita, lusy thanks for supporting me. I will miss our craziness.
10. All friends in other class ( B and C) that I can’t mention one by one, it doesn’t mean that I forget you. Thank you for the togetherness and everything.

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ABSTRACT


In the tourism industry, a hotel takes an important role in supporting its progress. A hotel has many departments for its operational activities; each of them has its own duties and responsibilities. One of them is Food and Beverage Department which is dealing with the food and beverage provided by the hotel.

Restaurant section is one of many sections under the Food and Beverage Department. This final project report describes the problems encountered by Andrawina Restaurant at Novotel Hotel Solo in handling events, such as the limited worker, the lack of tools or equipment, bad coordination with other departments, and miscommunication among restaurant section staff. To solve the problems, the writer also writes some solutions for the hotel. The solutions are employee recruitments, increasing the number of tools and equipment, making good coordination with other department and keep the good communication among the restaurant section staffs.

The staffs of restaurant section have their own duties in giving their best services for the guests, starting from the Food and Beverage Manager until the trainee. There are several problems faced by restaurant section in doing their job. For solving the problems, there must be an improvement at the hotel management and the restaurant section. The writer suggests for the hotel management and the restaurant section. The hotel management is suggested to hold a meeting every week or every month for sharing and hearing the employer’s complaint. For restaurant section should give the clear information procedure in handling event to avoid the mistakes done by the employees.
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CHAPTER I
INTRODUCTION

A. Background

Tourism industry in Indonesia is developing well. Tourism has important role in giving income to the country. One of the important components of tourism industry is a hotel. Hotel as a kind of accommodation is one of many tourism elements; this is why hotel has important role in tourism world. Hotel is commercial industry, which uses several parts of the entire buildings to provide guest room, food, beverage, and other public service, which are commercially managed.

Hotel has many departments that each of them has its own responsibilities. One of many departments in hotel is Food and Beverage Department. This Department has responsible for producing and serving the Food and Beverage to the guest or the hotel customers. There are two divisions in the Food and Beverage Department. The first division is Food and Beverage Product Division, which has responsible for cooking and preparing the foods and beverages. The second division is the Food and Beverage Service Division, which has responsible for servicing the foods and beverages for the guests or customers.

The Food and Beverage Department has important role in the hotel’s revenue. One of the revenue comes from many outlets, which are in the restaurant, banquet, and bar. Restaurant has important role to increase hotel’s revenue not
only revenue but also to give guest’s satisfaction. So that is needed to improve quality in a Restaurant. The writer wants to describe the problems which faced by Andrawina Restaurant in Novotel Hotel Solo.

This report is written based on the experience during the job training as a waiter in Andarwina Restaurant at Novotel Hotel Solo for three months started from March 3rd, 2010 to June 3rd, 2010. The job training was done to fulfill the requirement in obtaining Diploma Degree in English Diploma Program of Sebelas Maret University.

B. Objectives

The objectives of this final project are formulated as follows:

a. To describe the job description of a waiter in Andrawina Restaurant at Novotel Hotel Solo

b. To describe the problems encountered by Andrawina Restaurant at Novotel Hotel Solo

c. To give solution of problems encountered by Andrawina Restaurant at Novotel Hotel Solo in handling event.
C. Benefits

It is hoped that this final project report will be beneficial not only for Novotel Hotel Solo, but also for the readers. The benefits of this final project report are:

1. To the Novotel Hotel Solo

   This final project report can be a promotion media. This final project report can help hotel to improve service to the guest.

2. To the readers

   This final project report is expected to be able to give a lot of information about Novotel Hotel Solo and provide knowledge about the hotel industry.
CHAPTER II
LITERATURE REVIEW

A. Hotel

1. Definition of Hotel

According to Glolier electronic publishing Inc (1995) states:

“Hotel is a commercial institution which provides lodging, food and beverage and other facilities to the public”.

Sulastiyono (1999:6) states that hotel is an accommodation that uses partial or entire building to provide service, food and beverage, and other supporting services for public that is commercially organized.

Hotel proprietors Act 1956 in Agus Sulastiyono (1999:5) states that “Hotel is a company which is handled by the owner and provides food and beverage, rooms for the guest which is doing traveling and pays all of the facilities and services that they used without special agreement.

Based on the definition above, the writer concludes that a hotel is a kind of accommodation which provides lodging, food and beverage, and other facilities for the public and is organized commercially to get profit.

2. Hotel classification

According to United States lodging industry, hotel is divided into six kinds:
a. Transient Hotel is a hotel which is located in the downtown or the center of a city and mostly the guests of this hotel are businessman. Transient hotel is also called city hotel.

b. Resident hotel is a hotel like houses or apartments where the rooms are for months or years. It is also provides facilities like hotel such as restaurant, room service and cleaning service.

c. Resort hotel is hotels where the location near or in tourism area, usually guest do not have business activities. Resort hotel can be divided into four kinds, i.e.:

1. Mountain hotel is located in mountain area.
2. Beach hotel is located in shore
3. Lake Hotel is located in lake side
4. Hill is located in range of hill area

Formally, criteria of hotel classification are issued by government rules. Deparpostel and made by Dirjen Pariwisata K: kep-22/U/VI/78. For the classification, a hotel can be observed from many factors which have relation to each other. The factors are hotel star and number of room.

1. Hotel star and the number of room

   a. One star hotel should provide:

      - At least 15 rooms

      - Inner bath room

      - Room width, minimal size is about 20 m
b. Two star hotel should provide:
   - At least 15 rooms.
   - Inner bath room.
   - 1 suite room width 22 m
   - Suite room width 44m

c. Three star hotel should provide:
   - At least 20 rooms.
   - 2 suit rooms
   - Inner bathroom
   - Room width 24 m
   - Suit room with 48 m

d. Four star hotel should provide:
   - At least 30 rooms
   - 3 suite rooms
   - Room width 26 m
   - Suite room width 48
e. Five star hotel should provide:

- At least 100 rooms
- 4 suit rooms
- Room width 26 m
- Suite room width 52 m

2. The service

Based on types of the service given, there are four types of hotel. They are American plan, European plan, continental plan, and Bermuda plan.

1. American plan is a hotel that offers accommodation and meal.
2. European plan is a hotel that offers accommodation only.
3. Continental plan is a hotel that offers accommodation and continental breakfast.
4. Bermuda plan is a hotel that offers accommodation and American breakfast.

3. Hotel location

Based on the location, there are five types of hotel, they are:

1. City hotel
   City hotel is located in the downtown
2. Resort hotel
   Resort hotel is located in the tourism area
3. Suburb hotel
   Suburb hotel is located in the border of city.
4. **Urban hotel**

   Urban hotel is located in the village far from the city.

5. **Airport hotel**

   Airport hotel is located in the airport and hole in one complex of building.

---

**B. Food and Beverage Department**

1. **Definition of Food and Beverage Department**

   There are some definitions of Food and Beverage Department. In his book Food and Beverage Management, David explained, “Food and Beverage Department is section which has a vital role and function in giving service, especially services which are related to the Food and Beverage.” (Roland, 1995: 21)

   The activities in Food and Beverage Department are classified into two categories. They are Food and Beverage Product and Services.

   a. **Food and Beverage Product**

   The activity in Food and Beverage Production section is to process the raw materials of food and beverage into the food and beverage that are already to be consumed by the guests or customers. Therefore, Food and Beverage Product is a part of Food and Beverage Department that is responsible for providing all kind of...
foods and beverages needed by the guests or customers. It means that Food and Beverage product department is responsible for preparing the food and beverage in a hotel.

b. Food and Beverage Service

Food and Beverage Service is a part of activities in Food and Beverage Department which is responsible for preparing and servicing the food and beverage to the guests or customers. It means that Food and Beverage Service is responsible for professionally serving the food and beverage in a hotel.

C. Restaurant

1. Definition of restaurant

In hospitality industry, restaurant has responsibility in handling events at the hotel. There are several definitions of restaurant:

According to F.Y Djoko Subroto (2003) states that restaurant is an industry which has range and activity to provide food and beverage for public in order to get a profit.

According to the writer states that restaurant is a place or building which organized commercially, sell and service food and beverage to the guest.
2. Restaurant classification

Based on managing and servicing systems, a restaurant can be classified into three, those are:

a. Formal Restaurant is which give food and beverage services to the guest which is managed commercially and professionally with exclusive service. The characteristic of formal restaurant are:
   1. Accepting guest or customer with order places system before ordering the menus.
   2. Commonly, the customer wears formal clothes.
   3. The menus are classic menu or Europe menu.
   4. Serving system is Russian service or France service.
   5. There is cocktail place which used as beverage before serving food.
   6. Servicing dinner and lunch but there is no breakfast.

b. Informal Restaurant is a restaurant which offers food and beverage that managed commercially and professionally with give service quickly and practically. The characteristic of informal restaurant are:
   1. The price is cheap.
   2. Accepting guest without order places system.
   3. The customer or guest wears informal clothes.
   4. Serving system is American services or ready plate.
5. There is no music performance.

c. Specialties Restaurant is a restaurant which offers special food and beverage with special serviced system from the certain country.

The characteristic of specialties restaurant are:

1. Available order place system
2. There is a special menu
3. Serviced system based on culture from the special country
4. There is only dinner and lunch.
5. The price is expensive.
CHAPTER III
DISCUSSION

A. Company Profile of Novotel Hotel Solo

1. The Brief History of Novotel Hotel Solo

Novotel is one of Accor Hotel in Asia Pacific. There are four other Accor hotels; those are Sofitel, Mercure, Ibis, and Formula. Accor was built in the first time by Paule Drabule and Gerard Pellison. Accor is one of the biggest group hotel in the world. Accor has more than 144,000 employees in the 132 countries. Asia Pacific Accor was built in France in 1983 and had office in Sydney, Bangkok, Jakarta, Hongkong and India.

Novotel hotel was opened formally in Lille, France in 1967. The first branch groups in Singapore in 1982. Asia Pacific Accor had 25 hotels in Indonesia. Novotel Hotel Solo held soft opening on July 1 1997 and grand opening on September 20 1997. It is a four star international hotel which especially for business and tourist people.

The Branch Asia Pacific Accor Hotel:

a. Sofitel is an accor hotel which offers high quality, beautiful decoration, and perfect service for international group.

b. Novotel is an accor hotel which offers comfortable and beautiful place, specialized for business and tourist people.
c. Mercure is an Accor hotel which offers luxurious rooms, good facilities and comfortable place.

d. Ibis is an Accor hotel which specialized to domestic and regional people with economizes price, modern environment and perfect service.

e. Formula is an Accor hotel which specialized to workers, low class people and tourist.

2. The Facilities of Novotel Hotel Solo

a. Room

Novotel hotel solo has 145 rooms which are divided into four types: Standard, Executive, Suite, and Family. The room number consist of three numbers. First number shows the floor, second and third show the number of the room. At Novotel, there are no room number 13 and 25.

<table>
<thead>
<tr>
<th>Room Type</th>
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<td></td>
<td></td>
<td>Smoking</td>
<td>Non-Smoking</td>
</tr>
<tr>
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<td>02-12</td>
<td>14-26</td>
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<tr>
<td>Standard</td>
<td>6th</td>
<td>-</td>
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</tr>
<tr>
<td>Total</td>
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</table>
Standard Rooms:
- Individually controlled air conditioner (AC)
- Minibar, refrigerator, coffee maker, water heater
- 14” non-flat screen television with local channel
- Bathroom with tube, shower, and hairdryer
- Deposit box
- Telephone

Executive Rooms/Family Rooms:
- Individually controlled air conditioner (AC)
- Minibar, refrigerator, coffee maker, water heater
- 29” flat screen television with 33 channels (local and international)
- Bathroom with tube, shower, and hairdryer
- Deposit box
- Telephone
- Docking station

Suite Rooms:
- Individually controlled air conditioner (AC)
- Minibar, refrigerator, coffee maker, water heater
- 29” flat screen television with 33 channels (local and international)
- Bathroom with tube, shower, and hairdryer
- Deposit box
- Telephone
- DVD Player
b. other facilities

a. Oasis and Lagoon Swimming Pool

As a four-star hotel, Novotel Solo has two swimming pools. Oasis is located in Novotel while Lagoon is located next to Ibis. However, the pools can be used by the guests of the both hotels. At Oasis, there is Splash Pool Bar which provides fresh and healthy drinks. The guests can enjoy this additional service while they are having a relax at the pools. Splash Pool Bar opens daily from 06.00 am to 08.00 pm.

b. Vous SPA

Vous SPA offers many kind of relaxation treatments, from traditional to modern. There are services for the guests who are willing to have massage in their room, with the last reservations until 10.00 pm for the staff coming to the guests’ room. Besides, Vous SPA also provides several beauty care such as facial care, hair care, and nail care.

c. In Balance Fitness Centre

In Balance fitness centre opens daily from 06.00 am to 10.00 pm and provides yoga class, aerobic class, and of course the fitness equipments with personal trainer as well. There are also sauna, jacuzzi, and steam room provided.

c. Restaurant And Bar

1. Andrawina Restaurant, opens 24 hours with capacity 120 seats.

2. Sarasawti Bar, opens every Monday-Saturday at 8 pm- 2 am with lives band music performance and capacity 68 seats.
3. Sun Pastry and Deli Shop.
4. Srikandi Fitnes center.
5. Room service 24 hours.

The room service is ready 24 hours to serve the guests who want to have their meal in their room. The list of menu is available in the bedside table of each room.

d. Conference room or meeting room

<table>
<thead>
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<td>12 x 15</td>
</tr>
<tr>
<td>Borobudur 3</td>
<td>180</td>
<td>12 x 15</td>
</tr>
<tr>
<td>Prambanan 1</td>
<td>112.5</td>
<td>7.5 x 15</td>
</tr>
<tr>
<td>Prambanan 2</td>
<td>112.5</td>
<td>7.5 x 15</td>
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<td>6 x 8</td>
</tr>
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B. Job Description of Restaurant section at Novotel Hotel Solo

1. Food and Beverage Manager

The duties and responsibilities of Food and Beverage Manager

a. Training new employees
2. Assistant of Food and Beverage Manager

The duties and responsibilities of assistant Food and Beverage Manager

a. Helping the jobs of Food and Beverage Manager

b. Replacing jobs of Food and Beverage Manager when he or she is taking annual leave, sick or day off, coordinating with staff under assistant manager level, both in Food and Beverage Service and Food and Beverage Product.

c. Being responsible directly for Food and Beverage Manager

3. Supervisor and Captain of waiter

The duties and responsibilities of supervisor

a. Receiving the guest who wants to eating in the restaurant

b. Offering the menus for the guest

c. Coordinating the waiter in doing their duties

d. Leading the server team

e. Taking the guest order
4. Waiter or waitress

The duties of waiter or waitress

a. Preparing material and equipment
b. Checking the table wares and glasses
c. Putting glass on the tray
d. Checking food and beverage
e. Polishing the restaurant equipment

Food and beverage department has three shift systems that run within 24 hours a day. The following shifts are:

Shift I : morning shift at 7 am - 3 pm.
Shift II : evening shift at 3 pm - 11 pm.
Shift III : night shift at 11 pm - 7 am.

There are some duties of waiter or waitress in Andrawina Restaurant. Those are: preparing materials and equipment, checking the tableware and glasses, putting glass on the tray, checking food and beverage, preparing lunch for the department head and general manager and polishing the restaurant equipment.

1. Preparing material and equipment

In the shift night the waiter has responsible for preparing the equipment which will be used in breakfast. The waiter must prepare table setting which used for breakfast. Then in the morning at 4 am the waiter must
prepare all breakfast menus from appetizer, main course and dessert. The menu can be taken from kitchen.

2. Checking the table wares and glasses

In the morning when the chef prepares the menu for breakfast, they will make table wares on the buffet dirty, so the waiter trainee must check and polish the table and glasses before the guest come.

3. Taking the dirty glasses and plates by using the tray

After the guests have finished for their breakfast the waiter or waitress takes the dirty glasses and plates, then place it to the steward place.

4. Preparing lunch

The waiter or waitress must prepare the lunch equipment and the food for lunch in the restaurant. After that they must clear up the equipment.

5. Polishing the restaurant equipment

The waiter or waitress must polish the equipment such as dinner plate, dinner spoon, fork, glass, cup etc. after they are used for lunch and breakfast.

The activities of waiter or waitress in Andrawina Restaurant

The activities of waiter or waitress are divided into three parts. They are before, during and after operation time.

1. The activities of waiter or waitress before opening are:

   a. Turning on the restaurant light for the waiter who come early
b. Checking the table covers and their setting if the equipment is not sufficient, the additional equipment is needed

c. Completing the eating tools based on the prepared menu

2. The activities of waiter or waitress during the operation time are:

a. Welcoming the guest by saying greeting.

b. Receiving the guest and accompanying them to available place.

c. Giving food and beverage list to the guest.

d. Taking and delivering food order based on available menu to the guest based on their order

e. Adjusting unnecessary tools used by the guest. The tools should be removed from the table.

f. Giving the bill to the guest whenever they finish eating and asking for a bill.

3. The activities waiter or waitress after operation time are:

a. Arranging all equipments which will be used for the next event.

b. Cleaning and drying all equipments from the washing rooms.

c. Cleaning, recovering and arranging the table cloth.
C. The Problems Encountered by Andrawina Restaurant at Novotel Hotel Solo

In doing the duties, a restaurant faced many problems. These problems have made the restaurant cannot work optimally. The problems encountered by restaurant are; limited worker, lack of tools and equipment, bad coordination with other department, and miscommunication among restaurant staff.

1. Limited Worker

Restaurant has only eight permanent employees or staffs. All of them are Supervisor, Captain, Waiters and Waitresses. The eight employees are still divided into three shifts working, in the morning, evening and night shift. If there is a big event that has to be handled, the staffs often see difficulties in handling the event. For examples, the writer ever handled event breakfast for 300 persons. It was only handled by four staffs and five trainees. There were many guests need to be served but there were only five or six waiters who served the guests. The waiter felt difficult to serve them.

2. Lack of Tools and Equipment

Restaurant cannot give its best services because they lack tools and equipment, such as:

a. Silverware

Example: dinner spoon, dinner fork, tea spoon, dessert knife, and etc.
b. Glassware

Example: goblet, high bowl, juice glass, wine glass, and etc.

c. Chinaware

Example: cup, saucer, B & B plate, dessert plate, sugar bowl, and etc.

d. Linen

Example: tablecloth, underliner, cover seat, napkin, and etc.

e. Furniture equipment

Example: table, round table, chair, flip-chart, and etc.

This problem make restaurant has limited sources to give its best services to the guest. The management would rather rent these tools than buy it for the interest of the hotel.

3. Bad Coordination with Other Department

For operational activities, a hotel has many departments; each of these (departments) has its own duties. The main departments of a hotel are:

a. Front Office Department

b. House Keeping Department

c. Food and Beverage Department

d. Marketing Department

e. Accounting Department

f. Security Department

g. Engineering Department

h. Laundry & Linen Department

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i. Personal Department

Good coordination is needed to make the hotel success. It is difficult and impossible for one department can work alone without other department help. Restaurant section also needs other contribution in handling an event. Therefore, before handling an event, restaurant section should receive an event order from Marketing Department. It is important because we will know the layout of the event from event order. After restaurant section receives the event order, than we spread it to other department and become event organizer.

However, the coordination is not always going smoothly. Unfortunately, the most miscommunication happens between restaurant Section and Marketing Department. The event order is not match with the guest’s plan, such as the decoration or the venue style. The restaurant section has to fix it and re-set up the venue into the correct lay out.

4. Miscommunication among restaurant section staff

The restaurant section staffs do not have the same point of view. For example, different opinion among restaurant Captain in serving the guests. It makes the restaurant section job to be obstructed.

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D. The Solutions of the Problems Encountered by Andrawiana Restaurant at Novotel Hotel Solo in Handling Events

To get the best result, the problems faced by Restaurant Section have to be solved with the best solution. The solutions proposed are; recruitments, increasing the number of tools and equipments, making a good coordination with other department, keep the communication.

1. Recruitments

The Management must recruit additional worker to help restaurant section in doing its responsibilities. At least, add the daily worker to help restaurant captain.

2. Increasing the Number of Tools and Equipment

The quantity for restaurant tools and equipments must be increased immediately. The hotel management can buy it for the interest of the hotel, because it has an important role for serving the guest in the hotel.

3. Making Good Coordination with Other Department

Good coordination is the key to make hotel success. The misunderstanding of interdepartmental should be reduced. The management should hold a meeting in every week or every month for sharing and hearing the employer’s complaint in doing their job.
4. Keep Good Communication

The employers must keep their communication well; make an internal meeting to share the problem and to solve the problem together. It makes the miscommunication between them never happen.
CHAPTER IV

CONCLUSION AND SUGGESTION

A . Conclusion

Based on the explanation in the previous chapter, the writer concludes some important conclusions.

The personnel of restaurant section have their own duties in giving their best services for the guests. Starts from the Food and Beverage Manager until the Trainee have their own responsibilities to provide service to the guests. Food and Beverage Manager has responsibility to manage all things about producing and servicing foods & beverages in the hotel, but Food and Beverage Manager arranges some occasional events in hotel. Assistant of Food and Beverage Manager help him in doing his job. Restaurant coordinator is the chief in restaurant section. He coordinates and handles all things in arranging the restaurant for the hotel’s guests or anyone who holds meeting or several events in a hotel.

However, there are several problems faced by restaurant section in doing their job, such as; the limited worker, lack of tools and equipment, bad coordination with other departments and miscommunication among the restaurant section. Because of this problem, restaurant section has limited source to give its best services to the guest.
The solutions of the problems encountered by Andrawina Restaurant of Novotel Hotel Solo are; employee recruitments, increasing the number of tools and equipment, making good coordination with other departments and keep the good communication among the personnel of restaurant section.

B. Suggestion

After having job training for three months at Novotel Hotel Solo, the writer would like to give some suggestions to the hotel management and the restaurant section, the suggestions are:

1. The hotel management

The hotel management should improve the coordination. Based on the writer observation, the coordination among departments in Novotel Hotel Solo is weak and it needs to be improved. Therefore, the management should hold a meeting in every week or every month for sharing and hearing the employer’s complaint in doing their job. The management should give attention for the employer’s complaint and try to give solution. It is done to improve the hotel progress. As one of the sections which produced a big income for the hotel, the hotel management should increase the number of restaurant venue and enlarge its capacity which is used to hold a bigger event. The quantity for restaurant tools and equipments must be increased immediately. The hotel management can buy it for
the interest of the hotel, because it has an important role for serving the guest in the hotel.

2. The Restaurant Section

There are often miscommunications happened in restaurant section of Novotel Hotel Solo. Therefore, the Novotel Hotel Solo should give the clear information about the professional procedures in handling events to avoid the mistakes. A small internal meeting should be held to keep the good communication between the restaurant personnel.