The Strategies to Improve the Quality of Banquet Service 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

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Approval of Consultant

Approved to be examined before the Board of Examiners,

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MOTTO

If there is a will, There is a way
DEDICATION

I dedicate this Final Project Report to:

✓ My beloved family
✓ All my best friends
✓ My lecturer
PREFACE

First of all, the writer would like to say thank to God, because of the guidance, the mercy, and the blessing, the writer could finish this final project and thank you to all persons who have supported the writer in finishing the final project entitled “The Strategies to Improve the Quality of Banquet Service at Novotel Hotel Solo”. The final project describes the problems faced by the banquet service at Novotel Hotel Solo and the strategies to overcome the problems in order to improve the quality of banquet service at Novotel Hotel Solo.

The writer is interested in discussing the strategies of Novotel Hotel Solo to overcome the problems in order to improve the quality of banquet service, because there are many problems faced by the banquet service at Novotel Hotel Solo. The writer also offers some solutions to the problems. The right solutions will make the department be able to maximize its work.

The writer is aware that this final project is not perfect, so the writer needs suggestion from many sides in order to improve this final project. Hopefully, this final project is able to give beneficial information to the readers.

Surakarta, 28 Juni 2013

Bondhan Permadi Budhi Susilo
ACKNOWLEDGEMENT

First of all, the writer would like to say thank to God, because of the guidance, the mercy, and the blessing, the writer could finish this final project.

This report is a partial requirement in obtaining degree in the English Diploma Program, Faculty of Letters and Fine Arts Sebelas Maret University. So, in this opportunity the writer would like to thanks to:

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9. Banquet Staff, all trainee and casual. Thanks for the advice.
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11. All my friends, all classmates, all of people who support my study, thank you so much.

Finally, I wish to express my gratitude to all of my friends who have not mentioned here. I expect this report will be able to give beneficial significance for the readers.

Surakarta, 28 Juni 2013

Bondhan Permadi Budhi Susilo
ABSTRACT

Bondhan Permadi Budhi Susilo. 2013. The Strategies to Improve the Quality of Banquet Service at Novotel Hotel Solo. English Diploma Program, Faculty of Letters and Fine Arts, Sebelas Maret University.

This final project report was written based on the job training which was done by the writer in Novotel Hotel Solo from February 2011 until August 2011. The writer took one of the sections in Novotel Hotel Solo which was the Food and Beverage Department (F&B Service) as F&B Attendant at Banquet Service. The main purpose of Banquet service is handling an event.

This report discusses the problems faced by the banquet service at Novotel Hotel Solo and the strategies used by Novotel Hotel Solo to overcome the problems in order to improve the quality of banquet service.

The results indicate that there are many problems faced by Novotel Hotel Solo consisting of internal and external problems such as limited equipment, uncomfortable meeting rooms, small number of staff, limited English skill, the many new hotels in Solo City, and many convention places. The strategies to solve the problems are buying the new equipment, repairing the equipment, fixing all meeting rooms, recruiting new staff, providing training for staff and trainees, recruiting trainees as staff, fixing the facilities and infrastructures, increasing promotion, improving the quality of the human resource, and holding MICE exhibition.
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