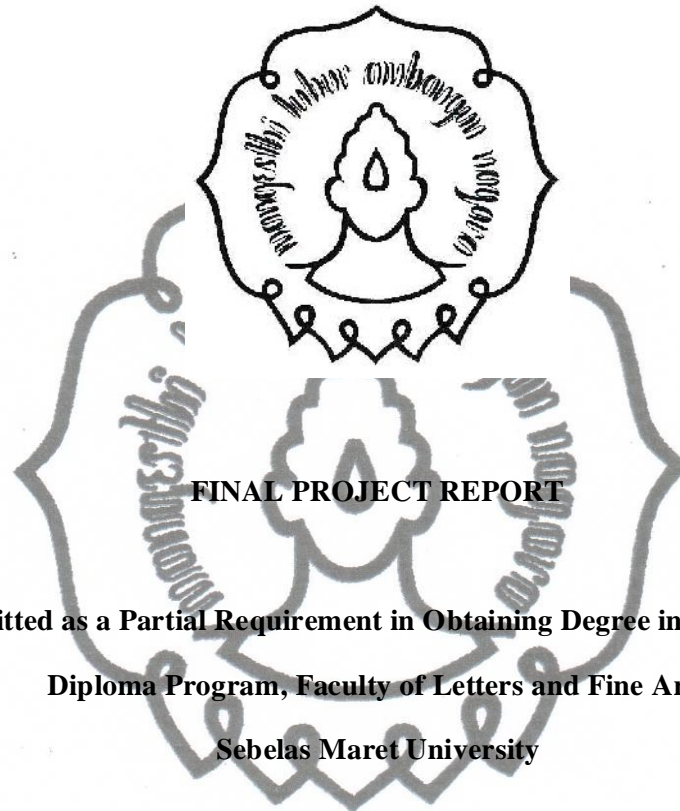


The Strategies to Improve the Quality of Banquet Service at  
Novotel Hotel Solo



**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**

**By:**

**Bondhan Permadi Budhi Susilo**

**C9308015**

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

**2013**

*commit to user*

**Approval of Consultant**

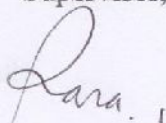
**Approved to be examined before the Board of Examiners,  
English Diploma Program, Faculty of Letters and Fine Arts  
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**MOTTO**

*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:

1. Drs. Riyadi Santoso, M.Ed, Ph.D as the dean of Faculty of Lettes and Fine Arts, Sebelas Maret University for approving this report.
2. Yusuf Kurniawan, SS. MA, the head of English Diploma Program.
3. Dra. Rara Sugiarti, M.Tourism, my supervisor for her guidance, correction, patience, and advices during writing this final project and her approval of the report.
4. Dr. Sri Marmanto, M.Hum, my academic consultant for his guidance during study and his approval of the report.
5. The entire lecturer in English Diploma Program, for their patience in giving me valuable knowledge.
6. Mr. Thomas Colbert, the General Manager of Novotel Hotel Solo, who has given me opportunity to do the job training.
7. Mr. Glann Assah, The Food and Beverage Manager, for his guidance during the job training.
8. Mr. Hartanto, The Banquet Manager, for the guidance during the job training.
9. Banquet Staff, all trainee and casual. Thanks for the advice.

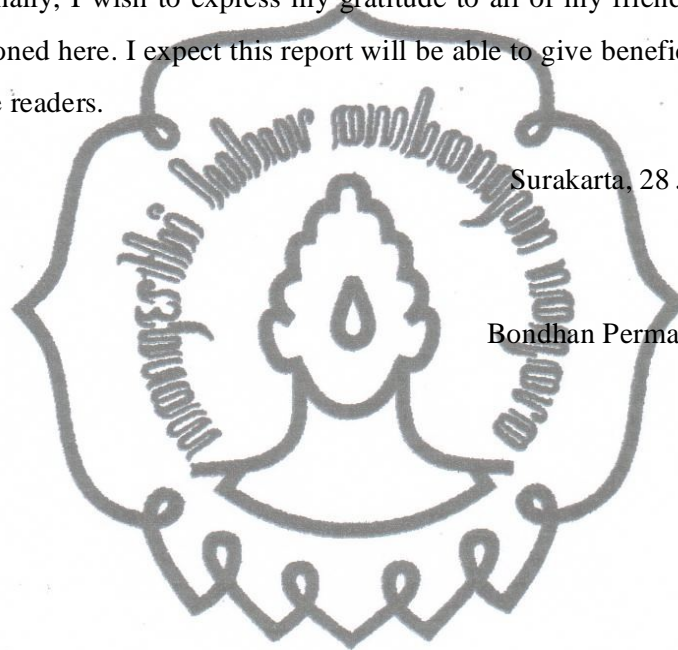
10. My lovely parent, my family, mom, dad, my sisters, and my girlfriend thanks for everything given to me.

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





**Bondhan Permadi Budhi Susilo (C9308015)**

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#### **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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