THE JOB DESCRIPTION OF WAITER/WAITRESS IN IMPERIAL TASTE RESTAURANT IN THE SUNAN HOTEL SOLO

FINIAL PROJECT REPORT

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

by

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DEDICATION

I dedicated this Final Project Report to:
My Parents, My Family, and My beloved friends
MOTTO

Sometimes, the stupid will find it difficult finding the job, then
by the hard efforts, the stupid will hire the smart.

~ Bob Sadino ~
PREFACE

Alhamdulillahi robbil 'alamin. I would like to say thanks a lot for Allah SWT who always guides, motivates, and helps me during writing the final project report. This final project report is written to fulfill the requirement to obtain the English Diploma III Degree Faculty of Letter and Fine Arts, Sebelas Maret University. It is written based on the job training at the Food and Beverage Department of The Sunan Hotel Solo.

This final project report entitled The Job Description of Waiter/Waitress in Imperial Taste Restaurant in The Sunan Hotel Solo. It discusses the description about the duties of waiter/waitress of Food and Beverage Service division in Imperial Taste Restaurant, in The Sunan Hotel Solo.

The writer realizes that this final project report is far from perfect. The writer will appreciate and accept any advices and constructive criticism. Lastly, the writer hopes that this final project report will be useful for all readers especially for those who are interested in the hospitality department.

Surakarta, January 13th 2014

Nourindah Puspita Sari
ACKNOWLEDGMENT

Alhamdulillahi robbil’alamin. Finally, I have finished this final project report. First of all, I would like to express my highest gratitude to Allah SWT who makes everything possible. During the process of finishing this final project report, I get many supports and suggestions from many sides. Therefore, I would like to give my deepest thanks to:

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Finally, I want to express my gratitude to all people who have helped me in finishing my study and final project.
ABSTRACT


This final project report is written based on the job training conducted at the Sunan Hotel Solo for three months, started from February to April, 2014. The data of the final project report were obtained by observing the daily activities in The Sunan Hotel Solo. The observations were conducted during the job training in Imperial Taste Restaurant of The Sunan Hotel Solo.

The objectives of the final project report is to identify the kinds of duties, responsibilities of waiter/waitress in Imperial Taste Restaurant in The Sunan Hotel Solo and to suggest the way to improve service of a waiter/waitress section in Imperial Taste Restaurant in The Sunan Hotel Solo. From those objectives, the writer hopes that the Imperial Taste Restaurant of The Sunan Hotel Solo can improve the service in order to increase the income of the hotel.

Based on the observation conducted during the job training, the writer found some duties of the waiter and waitress, i.e : greeting the guest, presenting the carte menu and beverage list, helping the daily worker in serving the food and beverage for the guest, helping the other areas of the restaurant such as answering telephones, and in- charging in the Embassy Wine Lounge and Infinitea Tea House. The waiter/waitress also has suggestions characteristic in maximizing and improving the guest to visit in Imperial Taste Restaurant in The Sunan Hotel Solo, i.e : waiting on the guest kindly, helping the guest everytime, staying focus while in-charge, and always smiling to the guest.

The writer hopes that the final project report can give benefits to the readers, especially those who are interested in tourism.
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