WAITER / WAITRESS SECTION
IN GAMBIR SAKETHI RESTAURANT
OF SAHID KUSUMA HOTEL SURAKARTA

FINAL PROJECT REPORT

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       RESTAURANT OF SAHID KUSUMA HOTEL
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Our attitude toward life determines life’s attitude toward us.

(Earl Nightingale)

- No one is too old to learn

- No pain, no gain

We would accomplish many more things if we did not think of them as Impossible. (Chretien Malesherbes)
DEDICATION

This Final Project Report goes out to:

1. My parents
2. All of my family
3. My self
4. Everyone who knows me
ACKNOWLEDGEMENT

Alhamdulillahi ‘alamin……., finally I have finished this final project report. First of all, I would like to express my gratitude to Allah SWT the most gracious and most merciful who makes everything possible. Second, I would like to thank my Mohammed my Prophet who has been my inspiration. I have received many supports and suggestion from many people during the process of making this final project report. Of course I would like to say my deepest thanks to:

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6. All of the staff in Sahid Kusuma Hotel Surakarta, thank you.
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Finally, thanks for everybody surrounding me. Thanks for your support.

Wish you all the best.
ABSTRACT

Fradila Prayanatan Prisky, 2009. Waiter / Waitress Section in Gambir Sakethi Restaurant of Sahid Kusuma Hotel Surakarta, English Diploma Program Faculty of Letters and Fine Arts, Sebelas Maret University

This final project is written based on the job training, which has been carried out in April, 2008 in Sahid Kusuma Hotel Surakarta. The writer took a job as waiter in Gambir Sakethi Restaurant of Sahid Kusuma Hotel to observe and practice the job of waiter / waitress in the restaurant and also to find the difficulties faced by the waiter / waitress during their job.

The objectives of this report are: 1) to describe the job of waiter / waitress in Gambir Sakethi Restaurant, 2) to explain the problem faced by waiter / waitress in Gambir Sakethi Restaurant. Thus in this final project, the writer only discusses the job of waiter / waitress in Gambir Sakethi Restaurant of Sahid Kusuma Hotel Surakarta.

In writing this final report, the writer collected data by observing the Gambir Sakethi Restaurant of Sahid Kusuma Hotel Surakarta, interviewing the waiter and waitress and some guest in the restaurant during the job. In conclusion, the waiter and waitress in Gambir Sakethi Restaurant of Sahid Kusuma Hotel Surakarta have duties which are divided into three main parts, there are before restaurant open, during restaurant open, and during restaurant closed. The waiter and waitress also faced some problems while doing their job: they are the limited equipments in the restaurant, the lack of their skill, and the guest’s complaint. The writer also gives some solution to handle the problem.
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CHAPTER I

INTRODUCTION

A. Background

Today, tourism industry is becoming a business which produces the biggest income for Indonesia, especially tourism industry in hotel sector. At many tourist destination and big cities hotel businesses are getting more developed or advanced. Hotel and other service businesses, such as restaurant, guest houses, nightclub, catering services, bars, pubs and discotheque become more fertile and bigger in number.

The problem is how to manage this tourism industry becoming an advanced and interesting service trade. This is due to the fact that if a tourism industry is not managed and developed properly, it will not be able to face competitions in world trade era.

Basically, hotel is one of service trade forms. As a service industry, every hotel businessman has to try giving maximum service to the guests. In other words, the strength of this business is on how the businessmen offer the best service to their guests. It depends on each hotel’s efforts to expose their strengths or good values to be able to attract the guest’s interest and to create the good image of the hotel.

Sahid Kusuma Hotel is a four-starred hotel in Solo, which not only provides accommodation service but also gives food and beverage service. To
fulfill the requirements, Sahid Kusuma Hotel provides some restaurants to provide food services to costumers.

One of the way serving the food and beverage is through waiter / waitress. Becoming a waiter / waitress means that it is a must to have ability to attract and impress the hotel guests and even foreign hotel guests through sympathy. Sahid Kusuma Hotel has friendly and responsive waiter / waitress, who are attractive and have neat appearances, and they also have such tactility in transferring food to the guests. All of those factors are all aimed for reaching or achieving the hotel’s main purpose which is to fulfill the requirements and to get benefits from the sale result of the food and beverage.

B. Objectives

The objectives of this final report are as follow:

1. To describe the job of waiter / waitress in Gambir Sakethi restaurant.

2. To explain the problem faced by waiter / waitress in Gambir Sakethi restaurant.

C. Benefits

This report may useful for:

1. To the Writer:

   The writer will be able to obtain knowledge of the job of waiter / waitress in Sahid Kusuma Hotel.
2. To the Hotel:

This report can be used as references for the hotel to improve service quality to the guests of Sahid Kusuma Hotel.

3. To the Readers:

This report will be able to give information’s to the readers about activities and duties done by the waiters / waitresses at Sahid Kusuma Hotel.

CHAPTER II

LITERATURE REVIEW

One of important utilities to fulfill the need of people who travel for more than one day is hotel.

According to Richard Sihite, “Hotel is one of the components on the main means of Tourism Industry, as a one corporation which is managed commercially providing Food and Beverage facilities and it is completed with other service facilities needed by the guest while staying in the a hotel” (2001:2).

According to Dennis L. Foster in his book Rooms at The Inn, “Hotel is generally used to refer to any establishment (other than private home) that provides rooms with a bath room and maintain a service staff to assist guests. In a technical sense, hotel is a property that has rooms that are only accessible from the interior…..” (1993:6).
According to Sulastiyono, “Hotel is an accommodation that was partial or entire building to provide service, Food and Beverages, and other supporting service for public that is commercially organized” (1996:6).

From the definition above, it can be conclude that hotel is a building which provides food and beverage and other facilities to fulfill the guest’s needs, which is maintained commercially.

A. Restaurant

The general definition of restaurant is an area that provides the Food and Beverage service for the guest and managed commercially to get profit.

The definition of restaurant according to Soekresno; “Restaurant is a commercial effort which provides Food and Beverage for public and is managed professionally” (2000:17).

Big or average hotels mostly have more than one restaurant to give opportunity to the costumers for choosing various kinds of restaurant or food and its serving style in varied prices based on their desire.

Some kinds of Restaurant are as follows:

1. Fast Food Restaurant

Fast Food Restaurant is a restaurant which serves food such as hamburger and fried chicken, chips which are prepared and served quickly for consumption on the premises or else where.
2. Traditional Restaurant

Traditional Restaurant is a restaurant which specializes in dishes cooked and served traditionally. The restaurant has a special atmosphere created by the décor and furnishings.

3. A la Carte Restaurant

A la Carte Restaurant is a restaurant which serves a complete, well-varied menu. Guests can choose the dishes they like from a menu which has a separate price for each item.

4. Table D’hôte Restaurant

Table D’hôte Restaurant is a restaurant which serves complete meals and which offers a limited number of choices served at fixed prices in restaurant or hotel.

5. Cafeteria or Café

Cafeteria or Café is a restaurant where costumers one served at a counter and carry their meals on trays to tables. It does not serve alcoholic drinks.

6. Canteen

Canteen is a restaurant usually connected with a school or office. Costumers are students or workers who have lunch or coffee breaks there.

7. Pub

Pub is a small restaurant licensed to sell alcoholic beverages to be consumed on the premises. It is usually often run by a family and is found in the countryside.
8. Tavern

Tavern is a place of business where alcoholic beverages are sold and drunk. Snacks like peanuts, pies and sandwiches are also served.

9. Pizza Place

Pizza Place is a restaurant specializing in pizzas but sometimes also serves spaghetti and other Italian Food.

10. Fish and Chips Shop

Fish and Chips Shop is a restaurant which sells fried fish and chips and the food is usually wrapped in paper and taken away.

11. Basso kiosk

Basso kiosk is a place where you can buy basso (meat ball) and the food (meats ball, noodles, and bean sprouts) is eaten on the premises.

12. Coffee Shop

Coffee Shop is a small restaurant which is connected with a hotel and server coffee and light meals. It is usually for breakfast and quick meals.

13. Night Club

Night Club is a place that stays open late at night and provides food, drinks, entertainment, and music for dancing.

14. Bar

Bar is a restaurant where drinks especially alcoholic drinks, and sometimes food are served. Costumers collect their food on trays at counters and carry it to the table.

15. Warung Tegal (Warteg)
Warung Tegal (Warteg) restaurant is preferred by people with limited incomes because of the low price of the food. Typical food served consists of rice, tofu, fried chicken, fried fish, tempe, salted egg and some vegetables.

Restaurant in the hotel can be classified into three types, they are:

1. **Formal Restaurant**

   Formal restaurant is a high class restaurant in the hotel, the food and beverages service industry that is managed commercially and professionally with the exclusive service, for examples: members, restaurant, super club, main dinning room, executive restaurant, grilled restaurant.

2. **Informal Restaurant**

   Informal restaurant is one of the restaurants that have an informal atmosphere. The food and beverage service industry that is managed commercially and professionally by giving priority to the fast serving, practicality, and acceleration of costumer’s frequency, examples: café, canteen, pub, family restaurant, fast food restaurant, coffee shop.

3. **Special Restaurant**

   Special restaurant is a restaurant which provides special food. The food and beverage industry that is managed commercially and professionally by providing the special food and it is followed by special service from certain country, examples: Indonesian food restaurant, Thai food restaurant, Japanese restaurant, Chinese restaurant, Italian restaurant.

**B. Waiter / Waitress**
1. **Definition of Waiter / Waitress**

   According to Soekresno, “Waiter / waitress is a man / women employed in a restaurant who takes order, carries the food from the kitchen to the dining room, and serves food to the guests” (2000:17).

   Waiter / waitress section has important roles in food and beverage department, because they have to give best services to satisfy the guests. If the guest feels satisfied with their services they will be happy.

2. **Requirements of Waiter / Waitress**

   To be a good waiter / waitress there are several requirements as follows:

   a. Having knowledge about hotel and restaurant
   b. Have a good capability to communicate with the guests
   c. Have a good looking performance
   d. Having both physical and spiritual health
   e. Have well taken care of teeth and nails
   f. Discipline
   g. Having good characteristics and personalities
   h. Neatly dressed
   i. Creative and hard worker
   j. Well informed and helpful

3. **Negative attitudes that must be avoided by the waiter / waitress**
There are several negative attitudes that must be avoided by the waiter / waitress as follows:

a. Chatting while doing the duty
b. Missing some words to say to the guests, like “thank you” or “sorry”
c. Not responding to the guests requests quickly
d. Sleeping during working time / hours
e. Smoking in non-smoking area
f. Taking their duty lightly
g. Eating while serving

CHAPTER III
DISCUSSION

A. The History of Sahid Kusuma Hotel Surakarta

Sahid Kusuma Hotel Surakarta located at Jl. Sugiyopranoto 20, PO BOX 220, Surakarta 57111 is a four star hotel. The President Director of Sahid Kusuma Hotel is Prof. Dr. H. Sukamdani Sahid Gito Sarjono.

Sahid Kusuma Hotel is the most coveted of all the competitive hotels in Surakarta, according to the hotel List in Solo. This is especially caused by the comprehensive list of facilities and services offered by the hotel. Its convenient location and affordable price tag make it particularly popular among the amount of travelers visiting Surakarta. The hotel amenities and services at Sahid Kusuma Hotel are ideal for both tourists and business travelers.
Standing right in the heart of the main urban center of Surakarta, Sahid Kusuma Hotel looks across the city's landscape. Its location is also in the vicinity of all major entertainment and shopping destinations of this vibrant city. The other advantage from its location is that it is also well connected with the city airport.

The convenient location of Sahid Kusuma Hotel makes it easily accessible from all parts of the city. If the guests are coming from the Adi Soemarmo International Airport, they have to take a cab to reach the location of Sahid Kusuma Hotel. From any other part of the town, local transport will take them to the location of the hotel. The nearest railway station is also not far away from this popular hotel.

The location of hotel also affords the guests many opportunities of sightseeing. Some of the popular tourist attractions in Surakarta that they can visit are as follows:

1. Kasunanan Surakarta Palace
2. Triwindu Flea Market
3. Mangkunegaran Palace
4. Sangiran Museum and Early Man Site
5. Sukuh Temple

B. The Facilities of Sahid Kusuma Hotel Surakarta

Sahid Kusuma Hotel is one of the few competitive hotels in Surakarta that is fully focused towards achieving customers’ satisfaction. The hotel amenities and services at this hotel play the key role behind its huge popularity. The room
facilities are designed to suit the tastes of its innumerable visitors. The central location makes it approachable from all corners of this beautiful city.

The common hotel amenities and services in Sahid Kusuma Hotel include facilities like laundry or dry cleaning service, room service, childcare facility, disabled facility, multilingual staff, concierge service, currency exchange desk, Xerox facility, fax machine, and many more.

The business and conference facilities in this hotel cater to business needs. The business center is equipped with all types of contemporary facilities to make private occasion far more enjoyable.

The options of fitness and recreation ideally complement the extensive list of hotel amenities and services in Sahid Kusuma Hotel. Outdoor pool, kid's pool and game fishing are some of the facilities of sports and leisure that visitor can avail.

In general, the room facilities and the hotel amenities and services in the hotel attempt to maximize the pleasures of holidays. The hotel’s facilities are specifies as the followings: hotel facilities and Room facilities that includes: Air conditioner, minibar, radio, and television.

1. **Sahid Kusuma Hotel Rooms**

If the visitors are looking for a comfortable lodging option at an affordable rate in Surakarta, Sahid Kusuma Hotel can be the ideal choice. The room facilities in the hotel distinguish it from all other competitive hotels in
the city. The hotel amenities and services are so extensive that hotel takes care of all the visitors’ needs and requirements.

The hotel has a total accommodation capacity of 121 guestrooms. All rooms are spacious and done up in elegant decor. The room facilities offer comforts of home away from home. The basic room facilities include self-controlled air-conditioning, medium-sized refrigerator, television with satellite connection, direct dial telephone, well-stocked minibar, and many more.

There are many other room facilities that can be used by the guest, such as complimentary newspaper, tea or coffee maker, attached balcony or terrace, fireplace, and non-smoking room.

All guestrooms come with well-maintained attached bathroom. Among the other room facilities of the hotel, hot and cold running water, bathrobe, and daily maid service are worth mentioning.

The customer friendly staffs in this hotel are always ready at the visitor’s service. The homely environment and the host of amenities will let the visitors feel at home. The convenient location of this hotel perfectly complements the comprehensive list of room facilities.

2. **Room Facilities**

Sahid Kusuma Hotel provides its guests with 121 comfortable guestrooms to choose from. All the guestrooms are equipped with contemporary facilities like television with cable connection, telephone,
cellaret, refrigerator, air-conditioning, fireplace, attached balcony, tea or coffee maker, and many more.

3. **Dining**

   The main restaurant specializes in international cuisines. The local preparations of this restaurant are worth trying. The delicious light meals will surely add to pleasure.

4. **Business and Conference**

   The business and conference facilities are designed to suit the tastes of the business travelers residing in this hotel. The business center makes perfect venue for small business meetings and informal social gatherings.

5. **Fitness and Recreation**

   The fitness and leisure facilities attempt to maximize the pleasures of holidays. During the leisure time, the guests can enjoy many facilities provided by the hotel, such as outdoor pool, gymnasium, spa and many more. The guests can also try out fishing game.

6. **Other Facilities and Services**

   Multilingual staffs, currency exchange desk, disabled service, baby-sitting facility, laundry or dry cleaning service are some of the other hotel amenities and services at Sahid Kusuma Hotel in Surakarta.
C. The Organization of Food and Beverage Department of Sahid Kusuma Hotel Surakarta

Organization Structure
From the organization chart above, the writer would like to describe the duties of every section, as follows:

1. **Food and Beverage Manager**
   
The duties are:
   
   a. Managing all of the activities, such as:
      
      The routine event, annual event, or special event
   
   b. Training new employees
   
   c. Supervising the various staff supervisors
   
   d. Finishing the problems that occur in guest or department.
   
   e. Coordinating operations in dinning room
   
   f. Preparing the schedule of employees in Food and Beverage Department

2. **Assistant Food and Beverage Manager**
   
The duties are:
   
   a. Responsible to give the report about Food and Beverage Department
   
   b. Helping the jobs of Food and Beverage Manager

3. **Captain**
   
The duties are:
   
   a. Offering the menu for the guest
   
   b. Reporting the selling result to the chief
   
   c. Receiving the guest who wants to eat in restaurant
   
   d. Leading the server team

4. **Waiter / waitress**
   
The duties are:
a. Set up the table  
b. Preparing material and equipment  
c. Checking food and beverage  
d. Taking order  
e. Serving guests  
f. Polishing the restaurant equipment

5. **Bartender**

The duties are:

a. Supervising the cocktail serves  
b. Receiving guests in bar  
c. Making the draft and purchasing goods

6. **Cook**

The duties are:

a. Prepare the ingredients  
b. Cooking the meal

7. **Cook Helper**

The duties are:

a. Helping the duties of chef  
b. Keeping kitchens area clean

8. **Chief Steward**

The duties are:

a. Keeping the equipments of Food and Beverage Department  
b. Preparing the equipments of banquet
9. **Dish Washer**

The duties are:

a. Washing the dirty equipments
b. Keeping the kitchen clean

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**D. The Job Descriptions of Waiter or Waitress**

in Gambir Sakethi Restaurant

A good service will make the guests satisfied. To increase the quality of the service, the job and the responsibilities of waiter or waitress are divided into three parts; they are services before restaurant open, services during restaurant open, and services during restaurant closing.

1. **Before Restaurant Open**

There are some duties which must be done by the waiter or waitress:

a. Taking restaurant’s key from the front cashier, opening the door, turning on all necessary light, and turning air condition.


c. Delivering all unnecessary linen to laundry department and taking all necessary linen from linen room.

d. Taking all necessities from store room
e. Arranging restaurant seating according to the reservation or lay out.

f. Keeping the cleanliness include:
   
i. Dusting tables, chairs, side boards, bar counter, bar display, cashier counter, etc.

ii. Polishing all necessary restaurant equipment glass wares and silver wares.

iii. Keeping the drink list clean, wire list, menus a la carte (one of the menu list in French Language).

iv. Mopping floor for restaurant, bar, and kitchen area.

g. Setting the tables

h. Checking the special and unavailable item for the day.

i. Keeping the personal grooming includes: uniform, make up, odor, nail, mustache, beard, and hair cut.

j. Opening the cashier machine.

2. **During Restaurant Open**

   In this period, the waiter and waitress must handle the customers from entering until leaving the restaurant. Here are their tasks:

a. Greeting the guests.

b. Escorting and seating the guests.

c. Laying the guest napkin and pouring the water.

d. Offering drink before meal and other serving.

e. Presenting menus a la carte and wine list

f. Serving bread and butter.
g. Ordering appetizer to main course and table wine

h. Explaining the menus a la carte to the costumers clearly, include:
   i. Offering some recommendations which are made to customers. It is done to assist the customers with meal selection
   ii. Writing the order clearly and systematically with numbering system
   iii. Repeating the order
   iv. Asking the bill to made “one bill” or “separate bill” and saying thank you

i. Placing the order and pick it up.

j. Serving wine in a good manner.

k. Serving and cleaning it up (from appetizer to main course).

l. Crumbing down in a good manner.

m. Offering and serving the dessert and coffee, cleaning it up when the dessert is finished.

n. Serving liqueur or cognac when needed

o. Giving other services, such as:
   i. Cigarette lighting
   ii. Changing ashtray
   iii. Refilling coffee
   iv. Getting guests’ comment or handling complaints

p. Presenting bills when bills are requested.

q. Inviting the guests to return and greeting the guests with “Thank you, please come again!”

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3. **During Restaurant closed**

   In this period, the waiter or waitress have some tasks, they are:

   a. Closing the cashier machine or counting the income

   b. Recording “Daily Sales Reports”. They are:

      i. Food sales
      ii. Beverage sales
      iii. Other income
      iv. Total cover
      v. Average check per cover

   c. Par stock inventory include:

      i. Beverage inventory
      ii. Kitchen inventory
      iii. Restaurant inventory

   d. Writing store room requisitions form include:

      i. Perishable store requisitions
      ii. Groceries store room requisitions
      iii. Material store room requisitions

   e. Keeping restaurant equipment clean and placing in order the following:

      i. Silver ware
      ii. Glass ware
      iii. China ware
      iv. Linen
      v. Bar equipment and utensils
vi. Kitchen equipment and utensils

f. Writing log book report

g. Turning off all unnecessary light and turning off unnecessary air condition

h. Locking the door

i. Delivering restaurant’s key to the front office cashier

E. The Problem Faced by Waiter or Waitress in Gambir Sakethi Restaurant

While doing the job, waiter or waitress faced many problems. They are:

1. The Limited Equipment

   The equipment is one of important thing in the hotel for the operational work of the waiter or waitress. In fact, Sahid Kusuma Hotel has limited equipments. As a result, the uses of the hotel equipments were not maximal and if the restaurant needs many types of equipment, the hotel needs to rent the equipment from the rental.

2. The Lack of Skill of The Waiter or Waitress

   Most of the waiter or waitress graduated from high school and some of them are not capable of speaking English. It created miscommunications between waiter or waitress and the foreign guests, for example is on the menu
that ordered by the guest are sometimes wrong and the waiter and waitress can not understand what the guest wanted to do or to eat.

3. The Guest’s Complaints

There are several guests who were not satisfied with the services of waiter or waitress, which can be caused by the taste of food that is not delicious, the delay of serving food, or the uncomfortable environment inside the hotel, it may also because the waiter or waitress is wrong in taking order of the food and beverage.

F. The Solution to the Problem Faced by Waiter or Waitress

To handle the solution of the problems that are faced by the waiter / waitress, the writer give some suggestion as follows:

1. Adding The Tools

The bad tool is a disturbance to the employees in doing their job. Moreover, it can be a cause of bad impression of the hotel. One way to make a good impression to the guest is by providing a good tool, such as maintaining the tools properly and adding more tools in the restaurant.

2. Giving Training to The Waiter and Waitress

The hotel should give training to the waiter and waitress especially in English skill. It will be better if the training program is done twice a week, because English skill is very important for the waiter and waitress in having conversation with the foreign guests.
3. Handling Guest Complaint

Based on the complaint were usually faced by the waiter and the waitress, can be done some steps to overcome the problems. The steps in handling guest complaint are as follows:

a. Listening to the guest complaint carefully

A good waiter and waitress always try to listen to every single complaint from the guest, so they will feel respected by the waiter and waitress.

b. Trying to explain the situation to the guests

In handling complaint, it is important to explain the situation that makes the guest feel uncomfortable and unsatisfied. This has to done in order to make the guest understand about the situation.

c. Apologizing to the guest for the mistake and put the right order

If the waiter or waitress doing mistake by taking the wrong order to the guests, he or she has to apologize for the mistake and put the right order to the guests.

d. Offering another food choice to the guests

In case of the guest’s complaint about the food which is not delicious, the waiter and waitress may offer another food choice to the guest and apologize for the inconvenient.
CHAPTER IV
CONCLUSIONS AND SUGGESTIONS

A. Conclusions

Based on the discussion in the third chapter, some conclusions are drawn as follows:

1. The job description of waiter and waitress in Gambir Sakethi Restaurant divided into some activities, they are:
   
   a. Before the restaurant open
      
      In this period, the waiter and waitress must prepare everything that is on the restaurant including the menu, tolls, administration, etc.
   
   i. During restaurant open
      
      In this period, the waiter and waitress must handle the customers from entering until leaving the restaurant.
   
   c. During restaurant closed
      
      In this period, the waiter and waitress have some task to close the restaurant, check all of the tolls, and make some report.

2. While doing the job, waiter or waitress faced many problems, they are:
   
   a. The limited equipment
      
      Equipments is one of the important thing in the hotel for the operational work of the waiter and waitress, while the uses of the hotel equipments were not maximal and sometimes the hotel needs to rent some equipment from the rental.
b. The lack of skill of the waiter and waitress

Most of the waiter and waitress graduated from high school and some of them are not capable of speaking English and it creates some miscommunication between waiter and waitress and the foreign guests, for example about the menu that is ordered by the guest.

c. The guest’s complaints

There are several gusts who were not satisfied with the services of waiter and waitress. For example, the waiter or waitress made a mistake in taking the order of the food and beverage.

3. To handle the problem that faced by the waiter / waitress, there are some solution as follows:

a. Completing the tools and provide the tools that necessary for the restaurant.

b. There should be a good training for the waiter and waitress before they do their jobs.

c. The waiter / waitress must give their best serve for the guest’s convenience.
B. Suggestions

The writer wants to make some suggestions for Sahid Kusuma Hotel Surakarta, they are:

1. Sahid Kusuma hotel must provide more good service and equipments for the guests in Gambir Sakethi restaurant.

2. To provide a good quality of service in Gambir Sakethi Restaurant, Sahid Kusuma hotel must give some training to the waiter and waitress before they work on the restaurant.

3. Sahid Kusuma Hotel must prepare the waiter and waitress in Gambir Sakethi restaurant to handle the problem in the restaurant by giving them the right instruction.
Bibliography


APPENDICES
PAKET 1

SAHID KUSUMA & GRIYO KULO
PEDULI ALAM

Rp. 665.000, net

Fasilitas:
- Kamar di Cabanas selama 2 hari 1 malam
- Makan pagi untuk 2 orang
- Transportasi ke Griyokulo untuk menanam Pohon
- Makan siang di Griyokulo untuk 2 orang
- Game ringan dan Pengajaran tentang kepedulian dengan Alam

*Untuk Extra / Over stay harga Khusus Rp. 375.000, lumen/6 mal/6 BF only
* Tambahan Baya Makan Pagi atau Makan Siang di luar paket dikenakan
* Tambahan Baya Rp. 45.000, per orang/sem
POOL CORNER
Tirtasari Swimming Pool
Kusuma Sahid Prince Hotel Solo

tersedia:
aneka juice dan ice cream
Pisang goreng Keju
Pisang Bakar
Roti pisang panggang
Chicken in the Basket
Aneka sandwich
Bakso lontong
Special Menu on Valentine Day

FEBRUARY, 14th 2008
Rp. 55,000,-/++

ROMANTIC CHICKEN PINEAPPLE W/ BREDED SHRIMP SALAD
Salad dari ayam dengan nanas dan udang

CREAM OF DE LA GREEN PEAS SOUP SERVED W/ GARLIC BREAD
Sup krem dari kacang polong, disajikan dengan roti nasi bawang

STUFFED CHICKEN WITH MINCE SEAFOOD SERVED W/ BLUE BLANCE SC.
Ayam gulung isi sari laut disajikan dengan saus blue blance

LOVELY CARAMEL CUSTARD WITH STRAWBERRY ICE CREAM
Pudding caramel disajikan dengan es krim strawberry

GONG XI FA CAI

SEAFOOD SPRING ROLL
Supra gong lagi buah

SOUP SAMPING HAI
Soup seafood Siam Pala style

CHICKEN NANKING
Fried chicken with blended seafood

KUE RANJANG
Chinese cake
<table>
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<th>SERVER</th>
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</table>
GAYA SPA

Membership Program

Benefits
1. Relaxation & Spa Treatment (non-transferable)
2. Retail spa product & treatment vouchers
3. Member’s discount
4. Special Programme

After a hectic day...

To return to balance and to energise...

For everyone is a new method and place...

A place to be discovered...
Special Menu
Transit

LUNCH / DINNER

Vegetables Salad

Cream of Chicken and Mushroom Soup
(served with roll bread & butter)

Sliced Beef with Pepper sauce
(served Potatoes & seasonal Vegetables)

Coup's Jack

Coffee / Tea
(served with cookies & Milk)

Spring roll

Asparagus Soup
(served with roll bread & butter)

Grilled Snapper with Pineapple Sauce
(served with French Fries & seasonal vegetables)

Fruit Cocktail

Coffee / Tea
(served with cookies and Milk)
SOLO AT GLANCE

Visit the Kasunanan Palace, was founded by Pakubuwono II in 1745. See the Gamelan making process at Desa Wirun and proceed to enjoy the collections of ancient batik and various kinds batik from several parts of Indonesia at House of Danar Hadi.

THE UNIQUE HERITAGE

Morning drive to east of Solo to see the most erotic temple in the world Sukuh Temple. Feel the fresh air while enjoy the unforgettable view among the tea plantation at Kemuning. Visit the Kasunanan Palace, was founded by Pakubuwono II in 1745. Proceed to enjoy the collections of ancient batik and various kinds batik from several parts of Indonesia at House of Danar Hadi.

HERITAGE GRAND TOUR

See the most beautiful Hindu temple named Prambanan Temple. Proceed to Kusuman Palace or Keraton Jogja. Continue to climb up the biggest Buddhist temple in the world Borobudur Temple. Stop at Silver process on the way back.
ALOHA
Internetcafe

New Face,
New Atmosphere
New Look

Game On Line Soon!!

NGÉNET
TERMURAH
LOKASI MEWAH
DI SOLO

Rp. 3000 / jam

- VIP Room, Café Room, Regular Room
- Program Member Discount 10% All Room
- Happy Hours (08.00-11.00, 21.00-23.00)
  (Member Disc. 20%, Umum Disc. 10%)

Lokasi: Hotel Sahid Kusuma
Jl. Sugiyono Pranoto 20 Solo Telp. 0271.664948, 664878

xlvii
### Japanese Food Promo
3-30 November 2008

**SOUP (setiap hari)**

- Sayuran
- Ayam Suwir
- Telor Putih
- Rempelo Ali
- Sambal Kecap

**MAIN COURSE**

**SENIN**

- Gudeg Ceker Tirtasari
  - Nasi Putih
  - Pindang Ceker
  - Padang Telor
  - Sambal Goreng Krecek
  - Tahu / Tempe Bacoem
  - Krupuk Udang

**SELASA**

- Nasi Liwet Sriwedari
  - Nasi Liwet
  - Opor Ayam Suwir
  - Opor Telor
  - Sambal Goreng Jipan
  - Tahu / Tempe Bacoem
  - Krupuk

**RABU**

- Nasi Ramen Purbosari
  - Nasi Putih
  - Rendang Baging
  - Telor Balado
  - Orak Arik Sayuran
  - Perkedel Kentang
  - Krupuk

**KAMIS**

- Nasi Langgi
  - Nasi Liwet
  - Seumur daging
  - Kering Tempe
  - Telor Suwir
  - Orak Arik sayuran
  - Krupuk

**JUMAT**

- Garang Asem Kusuma
  - Nasi Putih
  - Ayam Ungkap Dawa Pising

**DISSERT (setiap hari)**

- Gempal Pandan
  - Daud Moliaar

---

xlviii
### ROOM RATES

SUBJECT TO CHANGE WITHOUT PRIOR NOTICE

<table>
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<tr>
<th>TYPE OF ROOM</th>
<th>USD</th>
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<td>Royal Suite</td>
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<td>Prince Suite</td>
<td>106</td>
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GROUP RATES
Available upon request to minimum group of 10 paying rooms.

THE ABOVE RATES ARE SUBJECT TO 21% SERVICE CHARGE & GOVERNMENT TAX

FAMILY PLAN
No charge for maximum 2 children under the age 12 years occupying the same room with their parents (maximum 3 persons in the room)

MEALS RATE
Group meal rate are negotiable upon request.

CHECK OUT TIME
Check out time is 12:00 noon, late check out can be arranged based on room availability.

LOCATION
Ideal location adjacent to the shopping areas, office and banks. Easy access to all parts of the city. 15 minutes to main railway station, 3 minutes to New International Airport.
### BEVERAGE's

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<td>espressso coffee (double)</td>
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<td>cappucino</td>
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<td>regular tea</td>
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### SNACK's

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<td>Banana Raja fritter with cheese &amp; chocolate</td>
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<td>LUMPIA SAHID</td>
<td>Rp. 25,500</td>
<td>Spring rolls stuffed w/chicken &amp; vegetables served w/ peanut sauce</td>
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<td>KENYO MESEM</td>
<td>Rp. 17,500</td>
<td>Traditional cassava cake</td>
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<td>CHICKEN SANDWICH</td>
<td>Rp. 25,500</td>
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<td>FISH N' CHIP</td>
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<td>BREDDED CHICKEN WING</td>
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<td>Sayap ayam goreng panir</td>
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<td>TROPICAL FRESH FRUIT</td>
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<td>Apel &amp; irisan buah seger</td>
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BANQUET EVENT
No.013 / BQ / FB / X / 2008 FOOD & BEVERAGE DEPT.

HIMPUNAN PEMANDU WISATA
INDONESIA SURAKARTA TH 2008

Date Book : Oct 24, 2008
Reserved by : Mr. Wahyu AS
The chairman/women : Mr. Hananto
Address : HPI Surakarta
Telp / Fax : 081 2262 8298
Payment : Account to Mr. Hananto

BANQUET SET UP & LAY OUT
DEWANDA RU ROOM & FACILITIES
> Class room, Head tile w/ 3 chairs
> Mike / Wireless, sound system
> White board, marker, eraser
> Flowers, mini garden, waste basket
> Registrasi table w/ chairs, Indoor Banner

FO GRO.DM
> Data tag to function room
> Staff Welcoming

ACCOUNTING
> Please arr the bill as the request
> Payment : Account to Mr. Hananto (HPI Surakarta)

ENGINEERING
> Staff incharge during event
> please prepare facilities as above
> Lighting during event

HOUSEKEEPING
> Keep & clean function room, toilet
> Waste basket, flowers, mini garden

HOUSE ART
> In door banner

Name of Organization : HPI Surakarta
Name of Individual : Mr. Hananto
Room Function : Dewandaru Room
Day / Date : Tuesday
Oct 28, 2008
Name of Activities : Meeting
Time of Activities : 08.00 AM - 16 PM
Meals Arrangement : Coffee Break

Attendance guaranteed : 25 pax
Add Meal Price Rp : 25,000.00 / pax / nett
(1 X GB)
Total Sales : 1 x 25 x Rp 25,000.00 = 625,000.00

MENU
Info Later

BANQUETE SERVICE
> Please arrange function room as the set up
> Staff incharge for preparation, during & after event
> Qualities & quantifies food product
> Staff should check w/ EO for detail
> Activities meal (coffee Warak) is at Dewandaru
> Pls checking equipment before start

Billing System
> Pls arrange the bill as the requisition
> Payment : Account to Mr. Hananto (HPI Surakarta)

HRD / Security
> Hotel securities during event
> Parking area attention
> Attn forntimer requisition

Distributed by : F & B
Prepared by : Dwi

GM / RM
MOD / GRO / NM

FC Eng RBC HRD Acct Board
MK. I Ldry HK Sec CC Product/Pastry

4. Coffee Tea

li
HOTEL SAHID KUSUMA RAYA SOLO
GROUP INFORMATION

TO: FOOD & BEVERAGE MANAGER
FROM: FRONT OFFICE MANAGER
DEPT.: FOOD & BEVERAGE
DEPT.: FRONT OFFICE
DATE: FEBRUARI 20, 2008

NAME OF GROUP:
BANDUNG HERITAGE

ARRIVAL: FEB 21, 2008
DEPARTURE: FEB 22, 2008

TOUR LEADER: INFORMATION LATER
MEALS ARRANGEMENT:

TOTAL OF PAX: 14 + 2 (FOC)

LUXURY: RATE: US$
PRCS.SUITE: RATE: US$
PRSS.SUITE: RATE: US$
EXES.SUITE: RATE: US$
SUPERIOR: RATE: US$
SCBN: RATE: US$
DOUBLE: RATE: US$
SINGLE: 1 RATE: Rp. 300.000,-
TWIN: 5 RATE: Rp. 300.000,-
TRIPLE: 1 RATE: Rp. 425.000,-
COMPL.TWN: 1 RATE: US$
GRIYADI HSK: RATE: US$

RESERVED BY: Mr. Herman
Bhara Tours
Bandung

REMARKS:

NATIONALITY: INDONESIAN
A/C ROOM + BF
ROOM ARE BASED ON 1 SGL + 5 TWN + 1 TRP + 1 TWN (FOC).
PREPARED WELCOME DRINK 16 PAX ON FEB 21, 2008
DINNER on FEB 21, 2008 14 + 2 pax Rp. 50.000,-/pax

CC: GENERAL MANAGER
R.M
CHIEF ACCOUNTING
HOUSE KEEPER
M & S MANAGER
CHIEF ENGINEER
SECURITY
G.R.O
C.ART
LAUNDRY
FILE

BILLING INSTRUCTION

Prepared by,
Yosek
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| TOTAL |       | 362 | 577,000 | 5,064,500.03 |