PASTRY SECTION
AT SAHID JAYA HOTEL

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

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Final Project Report:

PASTRY SECTION AT SAHID JAYA HOTEL

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MOTTO

“Keeping a smile to face the problem”

“The key to reach a success are trying and praying”
DEDICATION

This final project report is dedicated for:

My beloved parents
My brothers and sister
My best friends
All of my friends in English Diploma Program
PREFACE

First of all, I would like to express my highest gratitude to Allah SWT, who has given me strength and everything to finish this final project. I would also like to say thanks for all people for giving me support and spirit in finishing this final project entitled “Pastry Section at Sahid Jaya Hotel.”

In this final project report, I am interested in discussing about the responsibilities, the activities, and the products of Pastry Section.

Finally, I realize that this final project is far from being perfect. Therefore, I need suggestion from others to improve this report. I hope this final project report will be beneficial to the readers.
ACKNOWLEDGEMENT

Alhamdulillahi ribi’l-‘alamin. Firstly, I would like to express my highest gratitude to Allah SWT, who has given me strength and everything to finish the final project. Secondly, I would also like to say thanks for:

1. Drs. Sudarno, MA; Dean of Letters and Fine Arts Faculty Sebelas Maret University.
3. Dra. Susilorini, MA; Final Project Supervisor thanks for guiding me to write the final project.
5. Suraji, S.Sos; Job Training Supervisor at Pastry Section thanks for the guidance and knowledge that is given for me.
7. My beloved parents, thanks for taking care, supporting, praying, and giving spirit for me to facing my life and facing the problems.
8. Adit & Bram “my brothers”, Nupha “my sister”, Mba’ Lilik & Acha, and Rere, Akhsan “my lovely”, thanks for the togetherness and cheerfulness in my life. I would also like to say thanks for supporting and giving spirit for me to write this final project.


10. All of my friends in English Diploma Program, Faculty of Letters and Fine Arts, Sebelas Maret University, 2007, especially for class C, thanks for the togetherness.

Surakarta,

Writer

Cinthia Tri Dianita
ABSTRACT

Cynthia Tri Dianita. 2010. Pastry Section at Sahid Java Hotel, Solo.
English Diploma Program, Faculty of Letters and Fine Arts, UNS.

This report is based on the job training which has been done by the writer in Pastry Section at Sahid Java Hotel Solo. The writer chose pastry section to be a topic in this final project report because there are many interesting things which can be studied from pastry, such as the process of making cake and bread and the process of arrange bread before it is served to the guests.

This report has some objectives which will be explained by the writer. The objectives are describing about the responsibilities, the activities, and the pastry products in Pastry Section of Sahid Jaya Hotel Solo. This report also describes about the strength and weakness in Pastry Section.

Methods which were used by the writer to collect the data in this report were observation and interview. The writer observed about the place, the utensils which were used in making cake process, and about the strength and weakness there. Interview method was used by the writer to collect the data about the responsibilities, the activities, and the pastry products.

Pastry Section is a place to make any kinds of cakes, bread, and desert to the guests. This section is smaller than the main kitchen but it has many responsibilities and activities on the day. Pastry Section has a lot of pastry products and each product has many variations. Pastry Section has also strength and weakness side. One of the strength sides such as the taste of food which is produced by Pastry Section is different from others. Beside that, Pastry Section has weakness such as limited worker, inadequate ingredients, and limited utensils.
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PASTRY SECTION AT SAHID JAYA HOTEL

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ABSTRACT

2010. English Diploma Program, Faculty of Letters and Fine Arts, UNS.

This report is based on the job training which has been done by the writer in Pastry Section at Sahid Jaya Hotel Solo. The writer chose pastry section to be a topic in this final project report because there are many interesting things which can be studied from pastry, such as the process of making cake and bread and the process of arrange bread before it is served to the guests.

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Pastry Section is a place to make any kinds of cakes, bread, and desert to the guests. This section is smaller than the main kitchen but it has many responsibilities and activities on the day. Pastry Section has a lot of pastry products and each product has many variations. Pastry Section has also strength and weakness side. One of the strength sides such as the taste of food which is produced by Pastry Section is different from others. Beside that, Pastry Section has weakness such as limited worker, inadequate ingredients, and limited utensils.

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CHAPTER I

INTRODUCTION

A. Background

Nowadays, there are many business centers which are built in Solo, especially hotels. Many hotels in Solo are competing to get many guests in order to come and enjoy a lot of facilities there. There are many factors which influence how many guests that come in hotel, such as location, facilities, and service. Many people prefer to choose to come in hotel which has strategic location and complete facilities. Although the hotel is located in a strategic location and it provides complete facilities, it is not enough to make a guest feels satisfied there. A guest will feel satisfied if the hotel also gives a good service for them. Each hotel has different service to make their guest feel satisfied during their stay in hotel. The important services which influence guest satisfaction are rooms and food beverage services.

In this regard, food beverage service will be explained by the writer. There are many kinds of foods beverages which are provided in hotel. Hotel usually provides appetizer, main course, and desert for their guest. Beside that, it also provides any kinds of bread and cakes to the guest. Food beverage product which is served by hotel is related with two sections in hotel. These two sections are very important to decide the quality of food beverage which will be served to the guest. The sections are kitchen and pastry sections. They have a different order, the...
kitchen’s order is to serve a main course, while the pastry’s order is to serve appetizer and desert.

In the hotel, especially in Sahid Jaya Hotel, kitchen has a bigger influence for the guest satisfaction than pastry section. But in this report, the writer more chooses the pastry section at Sahid Jaya Hotel to be a topic report. The writer choose pastry section to be a topic because there are many interesting things which can be studied from pastry, like a process of making cake and bread, making a dessert, and the process of arrange bread before it is served to the guest. The other reason why the writer chooses this topic is the process production in pastry section is more complicated than in the kitchen. So, the writer more interests to take pastry section to be a topic of final report.

B. Objectives

In this report, it is found some objectives which will be explained by the writer. The objectives are:

1. To describe about the responsibilities in Pastry Section of Sahid Jaya Hotel Solo.
2. To explain about the activities in Pastry Section of Sahid Jaya Hotel Solo.
3. To describe about the Pastry Products in Sahid Jaya Hotel Solo.
4. To explain about the strength and weakness of Pastry Section in Sahid Jaya Hotel Solo.
C. Benefits

In this report, it is found some benefits which will be explained by the writer. They are:

1. For the researcher
   The researcher can get many experiences from Pastry Section, such as about the responsibilities, the activities, and the kinds of Pastry Product.

2. For the reader
   The benefit for the reader, they can get some information about Pastry Section at Sahid Jaya Hotel Solo, such as about the activities, the responsibilities, the kinds of Pastry Product, and the structure of organization in Pastry Section.

3. For the pastry section
   This report has also the benefit for pastry section. For the pastry section, they can know about strength and weakness in their section. So, they can improve their weakness and they can also maintain their strength in order to be better than before.
CHAPTER II

LITERATURE REVIEW

A. Hotel

1. **Definition of Hotel**

   There is a general definition of hotel which is taken from dictionary. In the dictionary, *hotel* can be defined into a commercial establishment offering lodging to travelers and sometimes to permanent residents, and often having restaurants, meeting rooms, stores, etc that are available to the general public.

   Beside the definition based on dictionary, the writer has also the other definition about hotel which is taken from different source. The definitions are as follows:

   a. **According to Grolier Electronic Publishing Inc.**

      Hotel is a commercial industry which prepares inn, food, and other services for public. (Sulastiyono, 1999, p.5)

   b. **AHMA (American Hotel and Motel Association) written by Charles. E. Steadman and Michael. L. Kasavana:**

      Hotel is an establishment which primary business is providing lodging facilities for that general public and which furnishes one or more of the following service: food and beverage service, room attendant service, uniformed service, laundering service of linens, and use furniture & fixture.
Based on three different sources about definitions of hotel, the writer can give conclusion about definition of hotel. According to the writer, *hotel is a business establishment which provides complete facilities, good services for the guests, and it has purpose to make the guests can feel satisfied during they stay there.*

2. **Classification of Hotel**

Classification of hotel can be divided into several types, based on certain factors, such as star rating, number of rooms, and theme. The classification based on that factors are as follows:

   a. **Based on star rating of hotel**

      Based on star rating of hotel, hotel can be classified into five groups. They are:

      1. One Star Hotel

         Hotel in this classification are likely to be small and independently owned, with a family atmosphere. Services are provided by the owner and family on an informal basis. There is a limited range of facilities and meals. In this hotel, some bedrooms do not have en-suite bath/shower room. Maintenance, cleanliness, and comfort always are an acceptable standard. This type provides about 30-50 rooms for the guests.
2. Two Star Hotel

In this classification, hotel is divided into small and medium sized and offer more extensive facilities than at one star level. The bedroom in this hotel usually provides en-suite bath/shower room. It is also offer a wider range of straightforward services, including food and drink. Two star hotel usually provides about 50-150 rooms for the guests.

3. Three Star Hotel

At this level, hotels are usually of a size to support higher staffing levels, and a significantly greater quality and range of facilities than the lower star classifications. All bedrooms will have fully en suite bath and shower rooms. It also offers a good standard of comfort and equipment, such as a hair dryer, direct dial telephone, toiletries in the bathroom. Some room services can be expected and some provisions for business traveler. This type provides about 150-200 rooms for the guests.

4. Four Star Hotel

Expectations at this level include a degree of luxury as well as quality in the furnishing, décor, and equipment in...
every area of hotel. Bedrooms usually offer more space than at the lower star levels, and well designed, coordinated furnishing and décor. The en suite bathrooms will have both bath and fixed shower. There will be a high enough ratio of staff to guests to provide services. Four star hotel usually provides about 200-300 rooms for the guests.

5. **Five Star Hotel**

Hotel offers most luxurious premises, widest range of guest services, as well as swimming pool and sport and exercise facilities. This type of hotel usually provides about 300-500 rooms for the guests.

b. **Based on the number of rooms**

1. **Small Hotel**

   Hotel with 100 rooms and less may be termed as small hotels.

2. **Medium Sized Hotel**

   Hotel which has about 100-300 rooms is known as medium sized.

3. **Large Hotel**

   Hotel which have more than 300 rooms are termed as large hotel.
4. Mega Hotel

Hotel with more than 1000 rooms is known as mega hotel.

5. Chain Hotel

These are the group that have hotel in many number of location in India and international venues.

c. Based on theme

The type of hotel based on theme is rarely met by the guests, especially in Solo. Theme here can be explained into concept of building a hotel which has special character in order to make the guests interest to come at this hotel. The types of this hotel are:

1. Heritage Hotel

In this hotel, a guest is graciously welcomed, offered rooms that have their own history, serve traditional cuisine, and are entertained by folk artist.

2. Ecotels

These are environment friendly hotel, these hotel use eco friendly items in the room.
3. Boutique Hotel

This hotel provides exceptional accommodation, furniture in a themed and stylish manner and caters to corporate travelers.

4. Spa

A resort which provides therapeutic bath and massage is along with other features of luxury hotel. Spa service is usually available at the resort hotel, but it is not at the business hotel. At the resort hotel, it provides a special place for spa service. Although the special place for spa service does not provide at the business hotel, the kinds of treatment and massage is provided there by salon.

B. Pastry

1. Definition of Pastry

There is a definition about pastry which is taken from the writer’s opinion. According to the writer, *pastry can be defined into any kinds of foods, cake, and bread which use sweet dough as based material.*

Beside that, there are also definitions about pastry which is taken from different source. The definitions are as follows:
a. **Based on Oxford Dictionary**

Pastry is mixture of flour, fat, and water baked in an oven and used for pies, etc and it is usually sweet article of food in which this is used.

b. **According to Chris Ashton on his book “Pengetahuan Praktis Istilah Food and Beverage Internasional.”**

- Pastry is the kinds of food which uses special ingredients and have a pleated of mixing process in order to the product which is produced have a layer. (Chris Aston, 2003, p.35)
- Pastry is the section which prepares any kinds of cakes, cookies, and desert. (Chris Aston, 2003, p.4)

2. **Pastry Equipments**

Pastry has much equipment in the process to make a cake. The pastry equipments will be explained by the writer in this report, they are as follows:

a. **Pastry Bag or Piping Bag**

An often cone shaped bag that is used to make an even stream of dough, frosting, or flavored substance, to form a structure, decorate a baked good, or fill a pastry with a custard, cream, jelly, or other filling.
b. Pastry Board

A square board is preferably marble but usually wood on which pastry is rolled out.

c. Pastry brake

Oppose and contra-rotating rollers with a variable gap through which can be worked and reduced in thickness for commercial production. A very small version is used domestically for pasta production.

d. Pastry case

An uncooked or blind baked pastry container used to hold savory or sweet mixtures.

e. Pastry cream

Confection custard, an egg and flour thickened custard made with sweetened milk flavored with vanilla. Used as a filling for flans, cakes, pastries, tarts, etc. The flour prevents the egg from curdling.

f. Pastry cutters

Various metal or plastic outlines of shapes, e.g. circles fluted circles, diamonds, ginger bread men, etc. Sharpened on one edge and used to cut out corresponding shapes from biscuit, scone, pastry, or cakes mixtures.
g. Pastry blender

A kitchen implement used to properly combine the fat and flour. It is usually constructed of wire or plastic, with multiple wires or small blades connected to a handle.

3. **Pastry Products**

Many people think that pastry product is all about cake, but they do not know that pastry has also the other products. Pastry products are as follows:

a. **Short crust pastry**

   Short crust, or short, pastry is the simplest and most common pastry. It is made with flour, fat, salt, and water. The process of making pastry includes mixing of the fat and flour, adding water, and rolling out the paste. It is cooked at 180°C and the result is a soft, tender pastry. A related type is the sweetened sweet crust pastry.

b. **Flaky (or rough puff) pastry**

   Flaky pastry is a simple pastry that expands when cooked due to the number of layers. This is perfect if you are looking for a crisp, buttery pastry. The “puff” is obtained by beginning the baking process with a high temperature and lowering the temperature to finish.
c. Puff pastry

Puff pastry has many layers that cause it to expand or “puff” when baked. Pastries are made using flour, butter, salt, and water. Pastry rises up due to the combination and reaction of the four ingredients and also from the air that gets between the layers. Puff pastries come out of the oven light, flaky, and tender.

d. Choux pastry

Choux pastry is a very light pastry that is filled with cream. The pastry is filled with various flavors of cream and is often topped with chocolate. Choux pastries can also be filled with stuff like cheese, tuna, or chicken to be used as appetizers.

e. Phyllo (filo) pastry

Phyllo pastries are usually paper-thin and greatly stretched. They involve several stretched out layers and are wrapped around a filling and brushed with butter. These pastries are very delicate and can break easily.
CHAPTER III
DISCUSSION

A. Sahid Jaya Hotel Solo

1. History of Sahid Jaya Hotel Solo

Sahid Jaya Hotel Solo is the pioneer of the Sahid Hotel’s Group spreading around Indonesia. The owner of this company is Mr and Mrs. Sukamdani. S. Gitosardjono. The word “Sahid” was taken from the name of Sukamdani’s father, Kyai Haji Sahid Djogosentono. The growth of Sahid Jaya Hotel Solo is related to historical couple life of Sukamdani and Juliah.

Sahid Jaya Hotel Solo was established in 1965. The first name of Sahid Jaya Hotel Solo was “Sahid Sala Hotel”. Mr. Sukamdani faced many problems in building Sahid Sala Hotel, but he did not give up easily. Mr. Sukamdani started to build Sahid Sala Hotel in 1963 and competed in 1965. Sahid Sala Hotel was the first hotel which built by Mr. Sukamdani. Sahid Sala Hotel was built in 3,749m² of land and it had 26 rooms in three floored builds.

Finally, in July 8th, 1965, a hotel was established and officially declared Sahid Sala Hotel. Sahid Sala Hotel was the first hotel built by Mr. Sukamdani. 30 years later in 1995, it was renovated and became “Sahid Raya Hotel Solo” as four star hotels. Then in June, 2007, Sahid Raya Hotel Solo has been changed its name to be “Sahid Jaya Hotel Solo”,...
because of the level upgrading. Sahid Jaya Hotel Solo is five star hotels which has rooms up to 140 rooms and completes facilities.

2. **Description of Sahid Jaya Hotel Solo**

   In this report, the writer describe about Sahid Jaya Hotel Solo. There are a lot of interesting things there, from the location of the hotel to the facilities which are provided by hotel to the guests as follows:

   a. **Location**

      The Sahid Jaya Hotel Solo is well connected by any modes of private or public transportation. Adi Sumarmo Airport can be reached in about 20 minutes from Sahid Jaya Hotel Solo. The bus stop is 15 minutes walking distance from the hotel, whereas Solo Balapan Railway Station is just one kilometer from the hotel, it can be reached in about 3 minutes.

      Many tourist spots can also be toured from the location of Sahid Jaya Hotel Solo. Batik Center, Klewer Market, and Kasunanan Palace can be reached in about five minutes from the hotel.

   b. **Rooms**

      Sahid Jaya Hotel Solo provides four types of rooms. The types are as follows:
1. Superior Room

There are about 95 superior rooms which are provided by Sahid Jaya Hotel Solo. The room rate for this room is 700,000 per night.

2. Deluxe Room

There are about 20 deluxe rooms which are provided by Sahid Jaya Hotel Solo. The room rate is 1,000,000 per night.

3. Executive Suite Room

There are about 22 executive suite rooms which are provided. The room rate for this room is 1,300,000 per night.

4. Presidential Suite Room

There is only one presidential suite room in Sahid Jaya Hotel Solo. The room rate is 4,500,000 per night.

All rates are subject to 11% for government tax and 10% service charge. Room reservation will be held until 6 p.m. unless guaranteed by credit card or one night deposit. For children under 12 years old, their stay in parent's room is free.

c. Facilities

Sahid Jaya Hotel Solo has many facilities which are provided to the guest. The facilities are:

1. Meeting Rooms

   a. Pedan Ball Room (18x18x8m)
Capacities:

- Class Room : 225 seats
- Theatre : 400 seats
- Restaurant : 225 seats
- Cocktail : 600 persons

b. Sukoharjo Function Room (21x11x2.75m)

Capacities:

- Class Room : 130 seats
- Theatre : 200 seats
- Restaurant : 120 seats
- Cocktail : 225 persons

c. Sidomukti Meeting Room (6x11x2.75m)

Capacities:

- Class Room : 40 seats
- Theatre : 50 seats
- Restaurant : 40 seats
- Cocktail : 75 persons

d. Sidodraajat Meeting Room (7x11x3m)

Capacities:

- Class Room : 50 seats
- Theatre : 65 seats

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- Restaurant : 50 seats
- Cocktail : 100 persons

2. Ratu Ratih Coffee Shop
   Ratu Ratih Coffee Shop opens for 24 hours; it has capacities about 90 seats.

3. Truntum Patisserie
   Truntum Patisserie is a bakery and pastry shop. It is located in Ratu Ratih Coffee Shop area. It sells all kinds of pastry and bakery products, such as black forest, cheese cake, tiramisu cake, mocca cake, etc.

4. Sekar Jagad Steak & Lounge
   Sekar Jagad Steak & Lounge is a rendezvous place for executive. The guest can enjoy the special menu of Hot Stone Steak and karaoke TV are provided there. The open hours are 5 p.m. until 1 a.m.

5. 24 hours room service

6. Langenharjo Executive Lounge

7. Gadjah Mungkur Swimming Pool
   Gadjah Mungkur Swimming Pool is located at the second floor.
   It provides special package for the guest, they are as follows:
   a. Single:
      
      One month IDR 175,000
Three month IDR 300.000

b. Double:

One month IDR 272.000

Three month IDR 650.000

8. Saras Fitness Center

Saras Fitness Center has many activities which can be done by the guests, such as work out the body, mind and soul program, gymnasium, aerobic, jogging with jogging track and it has a shower for the guests.

9. Laundry and Dry Cleaning

Laundry and Dry Cleaning at Sahid Jaya Hotel Solo is also opened to public. It opens daily at 6 a.m. until 4 p.m. It gives discount about 10% for minimal 10 items.

10. Melati Salon

Melati Salon is located at the first floor. It gives many services for the guests, such as hair beauty, massage, treatment, creambath, tonning, make up, and barber shop.

11. Shopping Arcade

3. Structure of Organization at Sahid Jaya Hotel Solo

Sahid Jaya Hotel Solo has a lot of section which influence the hotel activity. The all of sections will be describe such as:
Each of the position in structure of organization has responsibilities their work. It will be explained here:

a. General Manager

General Manager is responsible for the overall operation activities of the hotel. He/she assists other department managers in making decision and keeps all department informed on the day to day of the hotel condition.

b. Front Office Department

It has duty to sell the rooms, give information about the hotel to the guests and handle the guests check-in and check-out process.

c. Personnel Department

This department has responsibility for all the hotel operation which is related to the employees, such as salary, work arrangement, promotion in rank, severance of work relation, and staff recruiting.

d. Marketing Department

This department has responsibility in selling and promoting the hotel’s products and services.

e. Food and Beverage Department

It handles all activities which is related to the food and beverage serve to the guests.
f. Housekeeping Department

   It is responsible for the cleanliness, comfort, and beauty of the hotel area, especially the rooms.

g. Engineering Department

   It is responsible for the maintenance and operation of the hotel’s lighting, heating, air conditioning, elevator, and other mechanical systems.

h. Accounting Department

   It is responsible for financial matters, handles the hotel’s outcomes, and also handles the request of things needed by other departments.

i. Laundry Department

   It handles the entire guest’s clothes and staff uniform.

B. Pastry

1. Structure of Organization

   Although pastry section at Sahid Jaya Hotel Solo is smaller than the kitchen, this section has also a structure of organization. The structure of organization at Pastry section is as follows:

   ...
2. Responsibilities

Pastry section at Sahid Jaya Hotel Solo has many responsibilities in their activities. The duties are as follows:

   a. Making any kinds of cakes, breads, and dessert with the good taste for the guests.
   b. Selecting about the menu of snack and dessert which will be served in coffee break, lunch, and dinner.
   c. Making cooperation with banquet section about the kinds of snack and dessert which will be served to the guests.
   d. Keeping the cleanliness in pastry area.

3. Activities

Pastry section working time at Sahid Jaya Hotel Solo is divided into two shifts, they are morning shift (7 a.m. until 3 p.m.) and evening shift (3 p.m. until 11 p.m.), and each shift has different activities on the day.

Activities in morning shift:

   a. Bringing and arranging some bread into truntum patisserie (pastry and bakery shop).
b. Checking the sweet bread for breakfast.

c. Adding some bread on coffee shop if the number of bread there is limited.

d. Arranging snack for coffee break 1.

e. Making dessert for lunch.

f. Clearing-up the breads for breakfast in the main kitchen.

g. Making a cake for the next day event.

h. Arranging snack for coffee break 2.

i. Making dessert for dinner.

Activities in evening shift:

a. Making sweet bread dough.

b. Baking some bread for breakfast and shop.

c. Making bread’s stock.

d. Packing bread for shop into plastic bags.

e. Arranging bread for breakfast in a basket.

f. Arranging snack for coffee break 3.

g. Clearing-up the breads at the pastry and bakery shop.

h. Cleaning the pastry area.

i. Checking the all of pastry area before leaving.

4. Pastry Products at Sahid Jaya Hotel Solo

Pastry Section at Sahid Jaya Hotel Solo does not only produce any kinds of cake, but also it produces any kinds of desert. In this regard, this
section will explain the pastry products at Sahid Jaya Hotel Solo. The products are as follows:

a. Cake

Many kinds of cake are produced by pastry section. The cakes are divided into two groups based on the material. The cakes are as follows:

- Cake which uses a sponge cake as a material
  For example: tiramisu cake, black forest, apple caramel cake, blueberry cake, strawberry cake, cheese cake, etc.

- Cake which uses butter as a material
  For example: muffin and butter cake

b. Sweet Bread

There are many kinds and many variants of sweet bread which are produced by pastry and bakery at Sahid Jaya Hotel Solo. It is usually served for guest’s breakfast. The examples of the sweet bread are cheese roll, chocolate roll, star pizza, boat pizza, mexicano coffee, etc.

c. Desert

Pastry does not only make all kinds of cakes and breads, but it also makes all kinds of desert for coffee break, lunch, and dinner. Pastry section at Sahid Jaya Hotel Solo usually makes two kinds of dessert, they are pudding and beverage.
• Pudding

Pudding at Sahid Jaya Hotel Solo is served with slice of fruits and it is splashed by pudding sauce.

• Beverage

There are any kinds of ice which is made by pastry, such as:

Es Kopyor is a beverage which is made of synthetic coconut mixed with simple syrup.

Es Gempol Pleret is a traditional beverage made of gempol pleret (rice flour made into a ball served with coconut milk and palm sugar).

Es Kelapa Muda is a beverage made of soft coconut and simple syrup.

Kolak is a traditional beverage made of banana with coconut milk and brown sugar.

5. Strength and Weakness of Pastry Section

Every section at Sahid Jaya Hotel Solo has strength and weakness in their activity. In this report, the writer will explain about the strength and weakness in Pastry Section.

Based on job training experience which has been done by the writer, pastry section at Sahid Jaya Hotel Solo has strength things, such as:
a. The taste of breads and cakes which is made by pastry section is different from others. Breads and cakes which are produced by pastry section have soft texture and the taste does not make nauseated.

b. Pastry section at Sahid Jaya Hotel Solo always creates new variant of cakes and breads.

c. Pastry section always keeps the cleanliness of cakes and breads which is served to the guests. In the process of making bread, pastry section always checks the cleanliness about the equipments, the ingredients, and the cleanliness of the pastry crew, especially the hands.

Beside that, Pastry Section at Sahid Jaya Hotel Solo has also the weakness things, such as:

a. Limited worker

Pastry Section at Sahid Jaya Hotel Solo has only three workers; they are chef de pastry, first cook, and second cook, whereas, in pastry section activities, they always need a lot of workers to handle the event. To solve this problem, the pastry section usually calls daily worker/part timer and training to help them for handling the event.
b. Inadequate ingredients

In their activities, pastry section needs many ingredients, such as wheat, eggs, sugar, butter, milk, etc to make cakes, breads, and desert. This activity often hampered because the number of ingredients is limited. The ingredients which are provided by the hotel are not suitable with the pastry necessity.

c. The utensils are limited

Beside that, the activity of pastry section is also hampered by the utensils which are limited, such as mixer, tray, mold, etc. Other that, the utensils in Pastry Section have always damaged, especially oven, and it needs more time to repair, whereas, oven is very important in process of making bread. So, if the oven is damaged, the activity in pastry section will be hampered.

C. Job Training Activities

in Pastry Section of Sahid Jaya Hotel Solo

In this regard, the writer will explain about job training activity which has been done by the writer in Pastry Section. Pastry Section working time is divided into two shifts worker, such as morning shift and evening shift. Both of them have different responsibility and activities.
During the job training, the writer more often came in the morning shift than in the evening shift. Although, the experience which was gotten by the writer on evening shift as same as on morning shift. The difference experience between morning shift and evening shift was on the morning shift the writer got knowledge about making cake and desert, but on the evening shift the writer got knowledge about making sweet bread.

Beside the experience, the writer is also did different activity between two shifts in Pastry section. This is the different activity between morning and evening shift:

a. Morning Shift Activity (7 a.m. – 3 p.m.)
   - The training took the key in the main kitchen.
   - The training brought and arranged the breads in the pastry and bakery shop.
   - The training checked the sweet bread on the coffee shop.
   - The training added the sweet bread which was empty.
   - The training helped the chef to prepare and to arrange snack for coffee break 1.
   - The training helped the chef to request ingredients in the store.
   - The training helped the chef to make a dessert for lunch.
   - The training took the clear-up of breakfast in the main kitchen.
   - The training helped the chef to make snack for the next day event.
• The training prepared and arranged snack for coffee break 2.

• The training made a desert for dinner.

b. Evening Shift Activity (3 p.m. – 11 p.m.)

• The training prepared the filling and topping for sweet bread.

• The training prepared the tray to bake the sweet bread.

• The training prepared the proving.

• The training flamed the oven because of the oven is manually, so before process of making bread, it must flame by fire.

• The training helped the chef to make the sweet bread’s dough.

• The training helped the chef to bake the sweet bread.

• The training helped the chef to make sweet bread’s stock.

• The training covered the bread which was sold in pastry and bakery shop.

• The training arranged the sweet bread for breakfast into basket.

• The training prepared and arranged snack for coffee break 3.

• The training cleaned the pastry area.

• The training made a list about the fewer ingredients to the morning shift.

• The training took the clear-up of bread in the pastry shop.

• The training checked all of pastry area before left the area.

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CHAPTER IV

CONCLUSION AND SUGGESTION

A. Conclusion

Pastry Section at Sahid Jaya Hotel Solo is smaller than the main kitchen, but this section has many responsibilities and activities on the day. This section has also many variations of pastry products which are served to the guests. All of activities in Pastry Section are done by chef de partie, first cook, and second cook.

1. Responsibilities

In their activities, Pastry Section at Sahid Jaya Hotel Solo has many responsibilities. The responsibilities are making any kinds of cakes, breads, and desert with the good taste for the guests, selecting about the menu of snack and desert which will serve in coffee break, lunch, and dinner, making cooperation with banquet section about the kinds of snack and desert which will serve to the guests, and keeping the cleanliness in pastry area.

2. Activities

Pastry Section activities is divided into two shifts, they are morning shift and evening shift, and each shift has different activities on the day. Although, the pastry section has main activity for Sahid Jaya Hotel Solo, the main activity is making any kinds of cakes, breads, and desert for the guests.

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3. Pastry Product

Pastry Section at Sahid Jaya Hotel Solo has many kinds of products, such as cake, sweet bread, and desert. Every product in Pastry Section has a lot of variation.

4. Strength and Weakness of Pastry Section

Pastry section at Sahid Jaya Hotel Solo has strength side and weakness side. The strength are the taste of breads and cakes which is made by pastry section is different from others, it always creates new variant of cakes and breads, and it also keeps the cleanliness of cakes and breads which is served to the guests. The weaknesses are limited worker, inadequate ingredients, and limited utensils.

B. Suggestion

The writer gives some suggestions for Sahid Jaya Hotel Solo, Pastry Section, and English Department. The suggestions are as follows:

1. For Sahid Jaya Hotel Solo

Sahid Jaya Hotel Solo as well as add the number of rooms and the facilities in order that the guests more interest to come and to stay there. Other that, Sahid Jaya Hotel Solo should repair the facilities which have damage in order that the guests feel satisfied during they stay there.
2. For Pastry Section

The problems in Pastry Section are about limited worker, inadequate ingredients, and limited utensils. Based on these problems, the writer can give suggestions for Pastry Section. Pastry Section should add the number of worker in order that it does not hamper their activities. Then, Pastry Section should add the stocks of ingredients to make breads and cakes. The third suggestion, Pastry Section should change the utensils which have damaged and it also adds utensils which is limited.

3. For English Department

English Department at Sebelas Maret University should add the number of facilities which can be used in learning-teaching process. Beside that, this department should repair the damaged facilities in order that student feel comfortable in the class.