The Competence of Waiters/Waitresses in IBIS Malioboro Hotel
Yogyakarta

Submitted as a Partial Requirement in Obtaining Degree in English Diploma Program,
Faculty of Letters and Fine Arts,
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MOTTO

Nothing impossible in this world. Be calm down, be patient, be confident, do it with smile!
Anything is gonna be alright!
DEDICATION

I dedicate this to my family, my best friends and myself.
AKNOWLEDGEMENT

First of all, I would like to say thanks to Allah S.W.T. I can finish this final report because of him.

Besides, it is impossible for me to finish my report without helping from individual and intuition. I would like to say thank you to:

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9. All of IBIS Malioboro Yogyakarta Food and Beverage staff, especially for Mr. Agung. Thanks for giving me permission to do my job training for three months.
10. Mbak – Mbak and Abang – Abang in Food and Beverage service, Thank you so much for teaching me and giving me foods.
Yogyakarta is known as the best tourism destination in Java. It is proved by a lot of tourism places such as Borobudur, Parangtritis beach and other. That is the reason for people to do some business especially hotel. Hotel is the important thing in tourism aspect. Like the heart of tourism in Indonesia. IBIS Malioboro Yogyakarta is one of them. It is a three star hotels in Malioboro, but this hotel can do competition with four star and five star hotel around it. One of the factors contributing to the success of IBIS Malioboro Yogyakarta hotel in competing in the hotel industry is Food and Beverage Department.

This final project offers us to a various concrete forms of the competence the waiter and waitress in Food and Beverage Department IBIS Malioboro Yogyakarta. The competences joined with the hospitality and the professionalism of the waiter/waitress makes the guests feel relax and enjoy when they stay in there. Besides, the readers can also know about food and beverage service and this report can be alternative for readers when they are looking for place to stay in Yogyakarta.

This report is relatively far from being perfect. So, the writer still needs suggestions and advices from many sides in order to improve this final project. Hopefully, this final project is able to give a beneficial information for the readers. Finally, the writer would like to thank to all sides that had given a lot of assistance from beginning until completing this final project.
ABSTRACT


As the one of three star hotels in Malioboro, Yogyakarta, IBIS Malioboro Yogyakarta tries to give its best to the guests. This hotel also has made several efforts to create good image and increase the repeat guests to raise the hotel income. For this effort, this hotel has made Food and Beverage Department as one of the important factors for this hotel to keep exist in the hotel industry in Yogyakarta with the competence of the waiter/waitress based on the observation done during the job training. This final project, describes the competence of waiter/waitress to keep the guests enjoy when they stay in the hotel.

This final project is completed through several methods, including collecting, analyzing and concluding data. The data in this final project were obtained by holding observation, interviewing and conducting the library research.

In the end of this final project, it is concluded that the most important factor for the guests to feel the comfort is good service and competence of the staff with good hospitality and proffesionality of waiter/waitress in IBIS Malioboro Yogyakarta.
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CHAPTER I

INTRODUCTION

A. Background

The success of Indonesia tourism is supported by VISIT INDONESIA 2010. Another factor is hotel which supports the success. This place is an important factor for our tourism development that makes the program successful. Hotel is a company that provides services in the form of lodging and provides all food and beverage and other facilities which are sold continuously. So, hotel should give good services for the tourists or guests.

Hotel consists of two groups. They are front and back departments. The department that has a direct relationship with the guest are front departments, for example Front Office Department, Food and Beverage Department, and House Keeping Department. Back Departments do not have a direct relationship with the guest such as Engineering Department, Marketing Department and Accounting Department. Every department has its own functions and responsibility for their works to the hotel operation.

There are lots of hotels with good facilities to attract their guests to stay in Indonesia, especially in Yogyakarta. IBIS Malioboro Hotel Yogyakarta is one of three star hotels in Yogyakarta that has some facilities to make its guests feel comfortable when they stay in the hotel. As we know, Malioboro is one of tourism destinations for the tourists from every part of the world to come and stay in Indonesia. IBIS Malioboro Hotel Yogyakarta is located in the middle of...
Malioboro street, Yogyakarta, a strategic place to stay for guests. IBIS Malioboro Hotel Yogyakarta has lots of departments that will help to serve the guests such as Front Office Department, Food and Beverage Department, House Keeping Department, Marketing Department, and other departments.

Food and Beverage Department is one of the important departments in the hotel. It is one of the front departments that has a direct contact with the guests in the hotel. Giving good services to the hotel’s guests is important for waiter/waitress in IBIS Malioboro Hotel Yogyakarta to make its guest feel comfortable and give the guest a good experience when they stay in the hotel. So, the guest will stay again in the hotel when they visit Yogyakarta in the future. It is called return market.

The writer is interested in doing job training in IBIS Malioboro Hotel Yogyakarta. The writer wants to know the competence of waiter/waitress to control the situation in the hotel restaurant that makes the guest feel comfortable. That is the reason why the writer chooses IBIS Malioboro Hotel Yogyakarta as a place to do job training for three months. Besides, the writer wants to know lots of characteristics of guests in the hotel when the writer serving them. Food and Beverage Department is a department that the writer chooses to do job training. This is the report of the writer’s experience when the writer has finished the job training activity in Food and Beverage Department of IBIS Malioboro Hotel Yogyakarta for three months. In IBIS Malioboro Hotel Yogyakarta there are four sections of Food and Beverage Department. They are La Table Restaurant, Kokila Bar, Rooms service, and Banquet.
La Table Restaurant is one of the sections in Food and Beverage Department that is responsible for handling the guest who wants to enjoy the taste of delicious foods and beverages that are available in the restaurant menu. Various menus are available in the restaurant including West menu, East Menu, even traditional menu. Kokila Bar is a place where the guest can enjoy a lot of alcoholic beverages or non-alcoholic beverages while they are chatting with friends or waiting for someone. Room service is a service that will be given to the guest who wants to enjoy the restaurant menu in their room by calling the restaurant. Another section is banquet. Banquet is one of the services in Food and Beverage Department that is responsible for preparing the foods and beverages for the guest who hold party or other programs in the meeting rooms which are provided by IBIS Malioboro Hotel Yogyakarta for the public.

The job training is to complete the requirement for the English Diploma Degree and the title of this project is “The Competence of Waiter/Waitress in IBIS Malioboro Hotel Yogyakarta.”

B. Objectives

Based on the background that has been mentioned before, the objectives are:

1. To describe the competence of waiter/waitress in the Food and Beverage Department of IBIS Malioboro Hotel Yogyakarta.
C. Benefits

This report will provide benefits for:

1. **The hotel**

   This report can give IBIS Malioboro Hotel Yogyakarta some good suggestions to attract more guests. Besides, this report can help the hotel to know its strengths and weaknesses when the hotel competes with other hotels, especially for the Food and Beverage services.

2. **The Writer**

   The writer can study how to be the best waiter and also to improve the skill about hotel.

3. **The Reader**

   The reader can improve the knowledge about hotel and share experience that the writer knows about hotel by reading this report.
CHAPTER II

LITERATURE REVIEW

A. Hotel

1. Definition of Hotel

The general definition of hotel is a company that moves in the area of service and is managed commercially, where the guests can get room facilities, food and beverage facilities and other facilities by stayin the hotel.

Sulastiyono (1996: 6) stated that: “Hotel is an accomodation that uses partial or entire building to provide service, food and beverage and other supporting service fir public that is commercally organized”.

According to “Surat Keputusan MENPARPOSTEL Nomor : KM94/HK103/MPPT-87”: “Hotel is a kind of accomodation that uses partial or whole building to provide inn service, food and beverage and also other services for public that are commercally organized and fulfil the requirements determined in the government polices”. (Richard Sihite, S.Sos, 2000: 51)

Sugiarto and Sri Sulartiningrum (1996: 4) mentioned that: “Hotel is a place for someone who stay not for long time”. The style of this accomodation are guesthouse, cottage, Inn, Camp, etc.
Based on the opinion above, the writer concludes that hotel is an accommodation that provides services such as Inn services, food and beverage services and other services for public to get profit.

2. Hotel Classification

According to “Pengantar Akomodasi dan Restoran”, hotels can be classified into: One Star Hotel, Two Star Hotel, Three Star Hotel, Four Star Hotel and Five Star Hotel.

a. One Star Hotels

Hotels in this classification are likely to be small and individually owned, with a family atmosphere. Services may be provided by this owner and family on an informal basis. There may be a limited range of facilities and meals may be fairly simple. For example, lunch may not be served. There are no shower/suite bath in some bedrooms. Comfort, maintenance, cleanliness, however, are usually of an acceptable standard. (Sugiarto and Sri Sulartiningrum)

b. Two Star Hotels

In this classification hotels will typically be small to medium sized and offer more extensive facilities than at the one star hotel. Some business hotels come into the two star classification and guests can expect comfortable, well equipped, overnight accommodation, usually with an en-suite bath/shower room. Reception and other staff will aim for a more professional presentation than at the
one star hotel and offer a wider range of straightforward services, including food and drink. (Sugiarto and Sri Sulartiningrum)

c. **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 at the lower star classifications. Reception and the other public rooms will be more spacious and the restaurant will normally also cater for non-residents. All bedrooms will have fully en-suite bath and shower rooms and offer a good standard of comfort and equipment, such as a hair dryer, direct dial telephone, toiletries in the bedroom. Some room service and some provision for business travelers can be expected. (Sugiarto and Sri Sulartiningrum)

d. **Four Star Hotels**

Expectations at this level include a degree of luxury as well as quality in the furnishings, decor and equipment, in every area of the hotel. Bedrooms will also usually offer more space than at the lower star level, well designed, and coordinated furnishing and decor. The en-suite bathrooms will have both bath and fixed shower. There will be a high enough ratio of staff to guests for providing services like porter, 24-hour room service, laundry and dry-cleaning. (Sugiarto and Sri Sulartiningrum)
e. Five Star Hotels

If you want to find spacious and luxurious accommodation, a good design interior, the best international standard and a good quality with an attention to detail, comfort and elegance, you can find it in Five star Hotels. Service should be formal, well supervised and flawless in attention guest’s needs without being intrusive. The staffs will be knowledgeable and really helpful in all aspects of customer care. Besides, the restaurant will demonstrate a high level of technical cooking skills with producing dishes to the highest international standards. (Sugiarto and Sri Sulartiningrum)

In the United States, hotel can be classified into: Airport Hotels, Conference Centers, Suite or All-Suite Hotels, Casino Hotels, Commercial Hotels, Economy Hotels and Resort Hotels.

1. Airport Hotels are located near airports and are conveniently located to provide any level of service from just a clean room, to room service. They also provide bus or limousine service to the airport.

2. Conference Centers are designed to specially provide meeting space for groups. They provide all services and equipment necessary to handle conventions.

3. Suite or All-Suite Hotels are hotels which offer spacious layout and design. Business people like the setting which provides space to work and entertain separated from the bedroom.
4. Casino Hotels are often quite luxurious. The main purpose is to support of the gambling operation. Casino Hotels often offer top name entertainments and excellent restaurants.

5. Commercial Hotels cater mainly to business clients and usually offers room services, coffee-shop, dining room, cocktail lounge, laundry and valet service as well as access to computers and fax services.

6. Economy Hotels provide a limited service which are known for their clean rooms at low prices meeting just the basic needs of travelers.

7. Resort Hotels are the planned destination of the guests, usually vacationers. This is because resort is located at the ocean or in the mountains away from inner cities. Resort Hotels may offer any form of entertainment to keep their guests happy and busy.

Based on dining plan, hotel can be classified into :

1) **The American Plan**

The American Plan sometimes abbreviated as AP in hotel listings, means that the quoted rate includes three meals a day, that are breakfast, lunch and dinner. In the American plan, the meals are provided by the hotel’s kitchen. Some hotels offer guests the option of being on the American plan or paying an *a la carte* for food consumed in their facility. Travelers choosing a hotel in a remote location where there are not many restaurants – or none at all – need to
stay at a hotel that offers an American plan. In Europe and some other countries the American plan is referred to as Full Board. (Sugiarto and Sri Sulartiningrum)

2) The Continental Plan

The Continental Plan is known as CP in hotel listing which indicates that the quoted rate includes a continental breakfast. A continental breakfast normally consists of coffee or tea, juice and bread. The bread may be as simple as a loaf or as appealing as a basket or freshly baked croissants, scines and muffins. At some facilities, yoghurt and fresh fruit may also be available. The Continental Plan breakfast does not include cooked foods, such as pancakes or eggs. Under the continental plan, dinner often find breakfast is self-serve, although many hotels have a waiters available to pour and refill beverages. Although there is no fee for breakfast when you stay in a hotel in the continental plan, it is considered to leave a small tip if you have been served by a waiter. Aside of breakfast, all other food provided by the hotel is billed. (Sugiarto and Sri Sulartiningrum)

3) The Modified American Plan

The Modified American plan is called as MAP in hotel listing. Different from American Plan, in the Modified American Plan the quoted rate includes two meals a day, including breakfast and either lunch or dinner. In the Modified American Plan, these meals are provided by the hotel dining room. Some hotels offer guests the option of being on the American Plan, a Modified American Plan, or paying a la carte for food consumed in their facility. Travelers choosing a hotel in a remote location where there are not many restaurants – or none at all – need
to stay at a hotel that offers at least a Modified American Plan. In Europe and some other countries the Modified American Plan is referred to as Half Pension or Half Board. (Sugiarto and Sri Sulartiningrum)

4) The European Plan

The European Plan sometimes abbreviated as EP in hotel listings which indicates that the quoted rate does not include any meals. All food provided by the hotel is billed separately. Taxes and tips are usually additional as well. Some hotels offer guests the option of being on the American Plan, a Modified American Plan, a Continental Plan, or the European Plan. The advantage of the European Plan is that it encourages guests to try a variety of restaurant experiences, and they can often save money. (Sugiarto and Sri Sulartiningrum)

3. Hotel Products

There are Tangible Products and Intangible Products as kind of products in every Hotel. Tangible Products are products which can be seen directly by guests, such as room, food and beverage, swimming pool, sport center, spa room, meeting room, hotel lobby, hot spot area, bar, telephone, laundry and other products that can be seen directly by guests. Different from Tangible Products, Intangible Products are products that can be felt by guests, such as the hotel services, the safety, the comfortable feeling when the guest stay in hotel and the sensation of the guest’s experience when they stay in hotel.

commit to user
B. Food and Beverage Department

1. Definition of Food and Beverage Department

One of the important departments in the hotel is Food and Beverage department. As we know from the names of department, Food and Beverage is a part of hotel department that handle the foods and beverages for the guest who are staying in the hotel or not. Food and Beverage department is organized commercially and professionally. Besides, Food and Beverage department also has responsibility to provide meals for all employees. This department also has an important role in attracting costumers to stay at the hotel or just enjoy the food at the hotel’s restaurant.

2. The Section of Food and Beverage

Food and Beverage Department is divided into two groups:

a. Food and Beverage Service

Food and beverage service is a group of food and beverage department which has a duty to serve food and beverage for the costumer who come to the hotel’s restaurant or who wants to serve it to their room. Besides, this part of Food and Beverage department can serve it to the Bar, Meeting room, or another place in hotel that guests want. (Sugiarto)
b. Food and Beverage product

Food and beverage product is called as Kitchen too. Part of Kitchen are Chef, Cook Helper, stewarding, and pastry as a place for making some delicious cake. This part is responsible to provide all kinds of foods and beverages which are needed by the guests or costumers in hotel. (Sugiarto)
CHAPTER III

DISCUSSION

A. Company Profile of IBIS Malioboro Hotel Yogyakarta

1. The History of IBIS Malioboro Hotel Yogyakarta

IBIS Malioboro Hotel Yogyakarta is one of Accor Hotels. Since 1997, IBIS Malioboro Hotel Yogyakarta which was combined with Accor showing its confidentiality and friendliness to the guest but kept their professionality in work to serve guest’s needed. It makes IBIS Malioboro Hotel Yogyakarta as one of the best of Three Star Hotels in Yogyakarta.

2. The Location of IBIS Malioboro Hotel Yogyakarta

IBIS Malioboro Hotel Yogyakarta has a strategic location. It is located in the middle of Malioboro, the central of business in Yogyakarta, ten kilometers from the airport and 300 meters from the railway station. City shopping, exhibition center, and the local attractions are also close to IBIS Malioboro Hotel Yogyakarta. It gives sense of a total vacation for the guests who stay in IBIS Malioboro Hotel Yogyakarta. Besides, IBIS Hotel Malioboro Yogyakarta has its own entrance to the mall.

IBIS Malioboro Hotel Yogyakarta has two access roads. The first is Malioboro Street and the second is Perwakilan Street as a main road. Besides, the location of IBIS Malioboro Hotel Yogyakarta is side by side with Mall of Malioboro. Other major tourist attractions such as Sultan’s Palace, Water Castle...
and Sonobudoyo Museum are only a short walk from IBIS Malioboro Hotel Yogyakarta.

3. The Facilities in IBIS Malioboro Hotel Yogyakarta

There are a lot of facilities provided in IBIS Malioboro Hotel Yogyakarta to support the service and to make an enjoyable condition for the guests.

a. Guest Room

Although IBIS Malioboro Hotel Yogyakarta is a three star hotel, it has a lot of rooms. There are 148 rooms available for the guest to stay and enjoy the Malioboro at night. Three Suite rooms, Seven Deluxe rooms, and the other are Superior rooms. In IBIS Malioboro Hotel Yogyakarta, there is no standard room. If the guest is a smoker, IBIS Malioboro Hotel Yogyakarta provided a smoking room for the guest. Other room facilities in IBIS Malioboro Hotel Yogyakarta are tea or coffee making facilities in each rooms, telephone, Wi-fi, television with satellite and 24 hours room service.

b. Meeting room

IBIS Malioboro Hotel Yogyakarta has four meeting rooms that can be used by the guests. There are Turangga meeting room, Pika meeting room, Hanjana meeting room and Harina meeting room.

1) Turangga Meeting room
Turangga meeting room is one of four meeting rooms in IBIS Malioboro Hotel Yogyakarta that has a place of coffee break inside the room. This room is located on first floor of IBIS Hotel Malioboro Yogyakarta and it is used for meeting only. Turangga meeting room can hold five people.

2) Pika Meeting room

Pika meeting room is the new meeting room in IBIS Hotel Malioboro Yogyakarta. It is close to Kokila Bar. This meeting room can hold about seven people and is used for meeting only.

3) Hanjana Meeting room

Like Turangga meeting room, this room is located in the first floor of IBIS Hotel Malioboro Yogyakarta and holds five people. This meeting room is located side by side with Turangga meeting room. However, Hanjana meeting room has more small rooms than Turangga. So, the guest must go to the bar to take the coffee break.

4) Harina Meeting room

Harina meeting room is the biggest of all. It is located on the second floor of IBIS Hotel Malioboro Yogyakarta. Harina meeting room is not only used for meeting but also for event held in IBIS Hotel Malioboro Yogyakarta. There is a coffee break place in front of the room with a
huge size of room. Like a class room, this meeting room can hold about 30 people.

c. La Table Restaurant

La Table in the only restaurant in IBIS Malioboro Yogyakarta. The restaurant opens 24 hours with two taste, i.e, Indonesian Taste and Western Taste. The most attracting menu in this restaurant is Sop Buntut. There is no smoking area in the restaurant. But, the rule just happens only in the breakfast time. From lunch until dinner, the smoking area is opened for the guest.

d. Kokila Bar

Kokila bar is a place where the guest can enjoy many kinds of alcoholic and non-alcoholic beverages that will be prepared by the bartender. Besides, the guest can also enjoy a live music from evening until midnight.

Other facilities in IBIS Malioboro Hotel Yogyakarta are:

- Souvenir Shop
- Doctor on call – 24 hours
- Money changer
- Taxi reservation
- Drug store
- Spa and Sauna
- Fitness centre
- Outdoor pool
- Etc.
B. Organization of IBIS Malioboro Yogyakarta

1. Diagram 1: The Organizational Structure of IBIS Malioboro Yogyakarta
B. Organization structure of IBIS Malioboro Hotel Yogyakarta

2. Organization Structure Description of Department in IBIS Malioboro Hotel Yogyakarta

a. Head Department

This department is responsible for the operation in the hotel. General Manager (GM) is another name of chairman in Head Department who leads the hotel and other departments in the hotel. General Manager will assist other managers in each department and make their own decision for their department.

b. Human Resources Department (Personalia Department/HRD)

The department has the responsibility to the hotel employees such as their salary, staff recruitment, mutation, promotion and another employees needed. The chairman is called Human Resources Manager.

c. Front Office Department (FO department)

FO Department has their own responsibility, including selling room, handling guest in the front room of hotel, asking the guest question who ask some information and other duties in the department. Front Office Manager take, the responsibility of this department.

d. Food and Beverage Department (F & B Department)
Like FO Department, Food and Beverage Department is responsible for taking care of the guest directly. Besides, this department is responsible for all of the foods and beverages in the hotel. Food and Beverage Manager has the responsibility to handle the department.

e. House Keeping Department (HK Department)

House Keeping Department is responsible for the cleanliness, comfort, and beauty for all of hotel area. This department is led by House Keeping Manager. Sometimes members of this department will meet the guest directly when they clean up the room.

f. Accounting Department

Accounting Department has the responsibility of financial matters including the total outcomes and the daily needed of each department. The leader of this department is Accounting Manager.

g. Security Department

Security Department has an important function to secure all of hotel area from anything that disturb the security of the hotel. The leader of Security Department is called Security Manager.

h. Laundry Department

Laundry Department is responsible for the cleanliness of linens which are used by each department in the hotel such as the uniform, table cloth, towel.
and another linens in the hotel. Laundry Manager is the leader of this department.

**C. The Competence of Waiter/Waitress in IBIS Malioboro Hotel Yogyakarta in The Food and Beverage Department**

The competence of waiter/waitress in every restaurant and every hotel are the same, including greeting, taking order, serving the order, cleaning the order, giving the bill to the guest and saying thank you. However, in IBIS Malioboro Hotel the competences of the waiter/waitress are not only in the restaurant. Restaurant, banquet, room service and bar are the waiter/waitress’ responsibility. They take care all sides. In IBIS Malioboro Hotel, there is no a Banquet section. Therefore, the waiter/waitress in IBIS Malioboro Hotel takes resposibility in banquet section, too.

1. The Competence of Waiters/Waitresses in La Table Restaurant

*La Table* Restaurant is a facility which is designed by IBIS Malioboro Hotel to present food and beverage for the guest who stay at the hotel of the guset from the outside of hotel. The guest can choose a lot of menu in the *La Table* Restaurant, including food, the guest have two choices. Indonesian taste and Western Taste.

Concerning Indonesian taste, the guest can order some Indonesian foods such as Soto Ayam, Sop buntut, Ayam Bakar Klaten, Nasi Goreng (Seafood/Kambing/Special) and another Indonesian food. Dealing with Western taste, the guest can order some western food such as Chicken and
Sirloin Steak, IBIS burger, Club sandwich, Seafood Sampler and another menu.

For the beverage, there are a lot of choices, too. The guest can order some fresh juice, mix fresh juice, soft drinks, tea/coffee and even beer is available in the La Table Restaurant.

The waiter/waitress in IBIS Malioboro Hotel always take care of their guest carefully. Politeness is a key for Food and Beverage Service in IBIS Malioboro Hotel.

There are some steps for the waiter/waitress when they handle the guest in the restaurant. They are:

a. Welcoming and Greeting the guest

b. Delivering the guest to the available table.

c. Giving the food and beverage menu to the guest by standing at the left side of the guest and asking “are you ready to order sir/mam/miss?” and then listening carefully and write the order.

d. Confirming the order to avoid some mistakes before sending the order.

e. Serving the order by standing at right side of the guest and asking “excuse me, this is your order sir/mam” then give some magical words like “please enjoy the food sir/mam”
f. Cleaning up the order by standing at left side of the guest and asking “excuse me, did you finish sir/mam”

g. Giving the bill to the guest

h. Saying thank you when the guest leaving the place.

The Competence of Waiters/Waitresses in La Table Restaurant is good enough.

2. Kokila Bar

Kokila Bar is a place in IBIS Malioboro Hotel Yogyakarta where the guest can enjoy some alcoholic and non-alcoholic beverages. The guest can also enjoy a live music every night at Kokila Bar. Every Friday and Saturday night, the guest can enjoy a live music in La Table Restaurant too.

Besides beverages and live musics, the guest can enjoy some snacks or food by order to the Kokila Bar and the staff who stay in bar will prepare it for the guest. There are some steps for the waiter/waitress when they handle the guest in the bar section. They are:

a. Preparing the order book

b. Writing down the identity of the guest such as number of person and time of order in order slips. There will be three slips. The first slip will be sent to the kitchen, the second slip will be sent to the cashier as a bill and the last will be kept in the log book.
c. Bringing the order to the guest by using a tray.

d. Cleaning up the order on the table and giving the bill.

e. Sending the bill to the cashier.

There are not enough employees for Kokila Bar, but the competence is good enough.

3. Room Service

Room service is one of the parts in Food and Beverage Department, especially in Food and Beverage Service. Room service is a section which usually serves the food and beverage to the guest room and in this section too where the waiter/waitress take an important role. The main duty of room services is serving breakfast, lunch, dinner and anything that the guest needed and ordered by phone before.

Beside bringing the food and beverage ordered by phone, the waiter/waitress can work as a telephone operator who will help the guest to make some orders of food and beverage.

Those are some steps that the waiter in IBIS Malioboro Hotel Yogyakarta do every times in room service. If the waiter is lucky, the guest that order room service will give some tip to the waiter.
a. The waiter/waitress must pick up the phone that rings. It must be picked up before it rings three times. Greetings and tell the section is needed such as, “Morning/Afternoon/Evening, Room Service may I help you?”

b. While the waiter pick up the phone, he/she will prepare the order book and write down the order and the identity of the guest such as room number, guest name or number of person.

c. There will be three slips. The first slip is sent to the kitchen, the second slip is sent to the cashier and the last slip is kept in the room service log book.

d. They read back the order before closing the phone to make sure that the guest order is right and to avoid the mistake in order.

e. While waiting the order, the waiter/waitress will prepare the cutleries first and then bring the order to the guest when it is ready to serve. (Note: Room service only be served by waiter)

f. Before entering the guest room, the waiter should knock the door three times and tell the identity of the section such as “Room Service.”

g. When the door opens, the waiter will give greeting such as “Good Morning/Afternoon/Evening, Sir/Mam. May I put it inside?” sometimes there are guests that are not allowed the waiter to come in the room.

h. When the guest gives permission to the waiter to come in, then the waiter will ask “Where should I put your order, Sir/Mam?” to the guest.
i. The waiter will give the bill to be signed by the guest.

j. After the guest sign the bill, the waiter will ask “Is there anything else, Sir/Mam?” to make sure that the guest does not need any help in that time.

k. Before leaving the room, the waiter will give some magic words to the guest “Enjoy your meal/Enjoy your food and drink” and last greeting to the guest.

l. The bill that is signed by the guest will be sent to the cashier.

The competence of Waiter in room service is good enough to make the guests get satisfaction.
CHAPTER IV

Conclusion and suggestion

A. Conclusion

The competence of waiters/waitresses in IBIS Malioboro Yogyakarta is good enough. In La Table restaurant, there are almost no mistakes that they do when they are giving service to the guests from welcoming the guest until they are leaving the restaurant and pay the bill.

In Kokila Bar, the guests can enjoy to stay. They can chat with their friends and do some business with their business partner with hospitality of waiters/waitresses in Kokila bar. Also the guest can enjoy their food in their own room by room service. The hospitality and professionality of waiter in taking care the guests in room service is really good. During job training activity, the writer observed there was no mistakes that waiter did in room service.

During the job training, the writer concluded that the competence of waiter and waitress in IBIS Malioboro Yogyakarta is good enough. They can build an atmosphere that makes the guests enjoy when they stay in hotel.
B. Suggestion

The writer would like to give some suggestion to IBIS Malioboro Hotel Yogyakarta, English Diploma Program students in Letters and Line Arts Faculty, and Food and Beverage Department.

1) IBIS Malioboro Hotel Yogyakarta

IBIS Malioboro Hotel Yogyakarta should add more equipments for the Food and Beverage Department, especially for Food and Beverage Service, because with a good quality equipment, the waiter/waitress can give a better service to the guest.

2) English Diploma Program students in Letters and Line Arts Faculty.

The students should read more about hotel before doing the job training. It can take from internet or another resource such as brochure.

3) Food And Beverage Department.

The staff in Food and beverage department should have a good communication each other to decrease some mistakes. So, the guest will feel comfortable when they stay in the hotel. Besides, Food and Beverage Department in IBIS Malioboro Yogyakarta should recruit more employees for waiters/waitresses.