OF FOOD AND BEVERAGE SERVICE
IN SUPPORTING SAHID KUSUMA HOTEL SOLO
REPUTATION

FINAL PROJECT REPORT

Submitted as a Partial Requirement in Obtaining Degree in the English
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Sebelas Maret University

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APPROVAL OF SUPERVISOR

Approve to be examined before the board of Examiners,
English Diploma Program, Faculty of Letters and Fine Arts
Sebelas Maret University

Title : THE EXCELLENCE OF FOOD AND BEVERAGE
        SERVICE IN SUPPORTING SAHID KUSUMA
        HOTEL SOLO REPUTATION

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MOTTO

No gain without pains

Where there is a will there is a way

Learn now happy tomorrow
DEDICATION

My beloved parents
My beloved big family
My beloved friend
Someone who I love
My self
ACKNOWLEDGMENT

All praise is for Allah SWT. We praise Him and seek for His help and forgiveness. It is by the will of Allah SWT that He had let the writer finished this final project. Thank you for giving more power to stand in your line and for guiding me to have ideas used to support the content of the project.

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PREFACE

Alhamdullillah…finally the writer could finish this report. The writer would like to say thanks to the loveliest ALLAH SWT and the Prophet Muhammad SAW who has supported the writer in finishing this final project entitled “The Excellence of Food and Beverage Service in Supporting Sahid Kusuma Hotel Solo”.

This final project is concerned with the excellence of Food and Beverage service in Sahid Kusuma Hotel Solo. It was written after the writer had job training in Sahid Kusuma Hotel.

The quality of hotel can be seen from the service given by the hotel. Hotel has four main departments. One of those is food and beverage department. Food and beverage service in a hotel has an important role in making the guest impression of hotel reputation. The writer chooses this topic because food and beverage service is one of strategy can be used by waitresses in improving quality service.

This report is relatively far from being perfect, the writer hopes it can beneficial all of the readers. Finally the writer would like to thank all sides that have given a lot of assistance from the beginning until the completion of this final project.

Surakarta, August 2008

Wiwik Pratiwi
ABSTRACT

WIWIK PRATIWI. 2008. The excellence of food and beverage service in supporting Sahid Kusuma Hotel Solo reputation. English Diploma Program Faculty of Letters and Fine Arts, Sebelas Maret University.

Indonesia is a country of which most of the income is derived from tourism section. Hotel business, one of the tourism sectors, plays an important role in fulfilling and satisfying the tourist need. Food and beverage department is one of the facilities in the hotel that support guest satisfaction.

The objectives of this final project are to describe the guest responds and the excellence of food and beverage service. The excellence service is one of the supporting factors in hotel reputation. The good image can automatically attract the guest from domestic tourist and foreign to stay. It can be drawn from the guest card comments about the service given by food and beverage service department.

The researcher observed the excellence of food and beverage from work observation directly and from documents to get the data.

Based on the analysis of the data, it can be concluded that Sahid Kusuma hotel has the excellence service. With these results, it is hoped that the hotel can increase the quality of service especially for food and beverage, increase the income and promote the menu to the development of Sahid Kusuma Hotel.
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CHAPTER I
INTRODUCTION

A. Background

Sahid kusuma raya hotel is one of the four star hotels in Solo which is able to give good service and professional service. This hotel gives priority for customer satisfaction. Therefore, this hotel pays attention to the service system for the guest because hotel reputation depends on guest satisfaction.

Hotel must have four basic departments, they are front office department, food and beverage department, house keeping department and marketing department. Each department has different duties and responsibilities to the hotel operation.

Food and beverage department is one of the hotel’s departments, which is responsible for the handling of food and beverage for the guest during their stay in hotel. Food and beverage department can be divided into two parts, F&B service and food and beverage product. Food and beverage service has responsibility to sell the product. food and beverage product has responsibility to cook the meal until it is ready to serve or sell.

Food and Beverage department in Sahid Kusuma Raya Solo Hotel has restaurant named Gambir Sakethi. The place has beautiful traditional Javanese style building. Every Sunday morning this restaurant gives
special breakfast, called “Sunday Special”. The restaurant provides traditional menu in order to promote this menu to foreign guest.

The writer is interested in discussing the excellence of food and beverage service in supporting the hotel reputation because it is an important thing for the hotel. It holds many things which give a big feedback from customers to hotel. Through this final project the writer wants to describe the food and beverage service of Sahid Kusuma.

B. Objectives

The objectives of this final project are as follows:

1. to describe the excellence of food and beverage service in Sahid Kusuma Solo Hotel,
2. to describe the respons of the guests to the service.

C. Benefits

It is hoped the result of this final project will be useful not only for the writer but also for the readers:

1. To the Hotel.

   This report can be used by hotel for the reference to improve their guest service and to improve quality as well.

2. To the student of English Diploma Program.
The writer hoped that this report could be used by those who are interested in hotelier industry to improve the knowledge about hotel service.
CHAPTER II
LITERATURE REVIEW

A. Definition of hotel

There are many definitions of Hotel, first According to Internet. “A hotel is establishments that provide a service, usually on a short-term basis. Hotels often provide a number of additional guest services such as restaurant, swimming pool, or childcare”. (wikipedia, accessed on 26 April 2008)

The second Hotel definition according to the decree of Tourism, Pos and Telecommunication Minister Number KM 34/HK 103/MPPT-87 is,

Hotel adalah suatu jenis akomodasi yang mempergunakan sebagian atau seluruh bagian bangunan untuk menyediakan jasa pelayanan, penginapan, makan dan minum serta jasa lainnya bagi umum yang dikelola secara komersial serta memenuhi ketentuan persyaratan yang ditetapkan di dalam keputusan pemerintah.

The last according to Kasanava (1991:6), in his book Managing Front Office Operation, definition of hotel is “A hotel may be defined as an establishment whose primary business is providing lodging facilities for the general public and which furnishes one or more of the following service, uniformed service laundering of linens, and use of furniture and fixtures”.

A transient hotel is one that caters to people while they are temporarily away from home, whether for a day, week, or month, on business or for pleasure (Gray, 1980:10). The best definition of hotel and the one most easily understood is an apartment house with full hotel services. These differ from transient hotels in
that they are the official residence of the guest rather than their “home away from home.” In addition, they usually require that the guest signs a lease (Gray, 1980:11).

Even though all hotels can be designated as transient or residential, few (excluding highway motels) cater exclusively to one class of guest. To improve occupancy and thus increase income, many transient hotels offer rooms on a permanent basis, with or without a lease. A study of the annual income per room will help the innkeeper to determine how many rooms to offer and at what price. Residential hotels, also to supplement their income or to accommodate guest of the permanent residents who may be in need of overnight lodging, will offer some of their rooms on a daily or transient basis. (Gray, 1980:11).

B. Classification of hotel

To classify every hotel merely as transient or residential gives the writer no idea of the many variations in size, features, or facilities offered. It does not provide an understanding of the reason for a hotel being what or where it is. To properly explain and more easily define these differences, it is necessary to classify hotels in a manner that can be understood by the traveler. Several methods of classifications have evolved and to some degree, they interrelate.

Formally, criteria of the classification is issued by Deparpostel and made by Dirjen Pariwisata SK: kep-22/U/VI/78. Hotel can be classified based on many factors. They are the number of the room, the service given and the location.
According to Dirjen Pariwisata in *English for Professional Accommodation services*, hotel classification is as follows.

a. Hotel size and Number of rooms.
   1. Small hotel (25 Rooms or less)
   2. Average hotel (25-100 Rooms)
   3. Moderate hotel (100-300 Rooms)
   4. Large hotel (300 Rooms)

b. Hotel classification based on the location, is divided into.
   1. **City hotel** is a large hotel which is located in a big city, it is usually in a town.
   2. **Cottage** is a small lodging located near the mountain, it is simple but it can be a comfortable.
   3. **Beach hotel** is a big hotel located at the edge of beach.
   4. **Resort hotel** is a hotel which is located near a tourism resort and it is usually separated from a crowded situation.

c. Service and facilities.
   1. Sport facilities
   2. Laundry and dry cleaning
   3. Food and beverage
   4. Parking area
5. Lobby

6. Guest room, etc

C. Food and Beverage Service

Food and beverage department is a hotel division that has duty to manage everything related to food and beverage. Income quality of this department has occupied the second level after the output of rooms selling. The food and beverage responsibility is much needed in hotel. Hotel is called “successful” when the outcome of food and beverage industry is bigger than industry accommodations.

Food and beverage service is one of department of hotel that has biggest income. One of the sections in food and beverage service is restaurant.

Restaurant is a place that gives the service of food and beverage for the guest staying at hotel or outside hotel. There are two types of menu service in the restaurant. They are A’la carte menu and A’la carte D’hote.

According to Charles J. Melka, Ph.D.A , as quoted by Endar Sugiarto and Silastiningrum (1996:106-107), in their book, Pengantar Akomodasi & Restaurant defines A’la Carte menu “...is a menu of which each item on the menu is ordered, prepared and priced separately“ and A’la Table D’hote menu “...is a
fixed-price meal. A complete meal from appetizer to dessert as listed on the menu list for two set price”.

Room service is the section in restaurant which handles the food and beverage selling in the guest room. There are two ways for the guest to reserve F&B to the room service. They are by telephone and by doorknob.

If they consider eating in the room, they can use the doorknob menu which has been provided by the room boy, they should write correctly the kind of F&B, quantity of F&B, date of the reservation, time of serving, room number and guest signature. Some guest chooses to order by phone because of the effectiveness. Room service has two types of serving the guest they are tray service and trolley service. For small amount of order, the waiter/waitress uses tray to serve the food and beverage. On the other hand, the waiter/waitress uses trolley to bring the large order.

According to Foster, the basic hotel food and beverage service consist of two areas: a dining room and a cocktail lounge. As in a freestanding restaurant, a kitchen staff is responsible for preparing meals, and a dining room staff is responsible for serving meals to guest. In fact, many hotels operate more than one dining rooms or restaurant, and sometimes, have more than one kitchen. A hotel that has a dining room usually also has a room service staff to fill orders and deliver meals to guest rooms (Foster, 1993:29)

By definition, a limited-service hotel does not have a food and beverage operation, although recently, many such hotels have added limited food and beverage services, such as lobby bars or breakfast rooms.
A food and beverage operation has a major impact on the hotel’s construction costs and operating costs. To some extent, it also determines the types of client that will stay at the hotel. Managing a food and beverage operation greatly adds to the complexities of operating a hotel (Foster, 1993:29).

D. The role of food and beverage service

The property type influences the food and beverage service of modern lodging, establishment to a large degree. For example, a hotel that markets primarily to business travelers usually operates the banquet and catering service to accommodate attendees of meeting and seminars. Business travelers tend to stay for short periods, whereas leisure travelers, such as vacationing families, tend to stay longer. For this reason a hotel; that markets to leisure travelers often has a larger variety of food and beverage options and, in many cases, more than one restaurant (Foster, 1993:4).

A luxury hotel that seeks to attract affluent travelers usually has a gourmet-style dining room and a highly trained service staff, whereas an all-suite hotel that is designed for extended stays has in room cooking facilities and a limited food and beverage service.

Most first class hotels – those that are luxurious – operate their own restaurant and cocktail lounges. Luxury or deluxe hotels, which offer the highest standard or luxury and likewise, the highest room rates, may have two or more dining rooms, including at least one classical restaurant with a trained chef. A typical first-class or luxury hotel has both a coffee shop and formal dining room,
whereas a fine resort is likely to offer several dining options. A traditional full-service hotel operates at least one restaurant. Besides adding to room revenues, a food and beverage operation reinforces a hotel’s reputation. Luxury hotel have gourmet-style dining rooms, while mid-market hotels more often have family-style restaurants. A limited-service hotel that does not have a food and beverage operation is usually located within walking distance of fast-food outlet, coffee shop, or cafeteria.

According to Stantan (1981:529), the definition of service as is follows. Services are those separately identifiable, essentially intangible activities that provide wants-satisfaction, and that are not necessarily tied to the sale of product or another service. To produce a service may or may not require the use of tangible goods. However, when such is use required , there is no transfer of the good title (permanent ownership) to these tangible goods.

According to William H Davidow & Bro Utlal (1989:135), “When a core service or product is designed without customer service in mind, the task of producing outstanding service becomes virtually impossible”

An important function of food and beverage service is to support the hotel’s reputation. A well-run restaurant can also be profitable, but some hotel dining rooms actually are operated at a loss. Whether or not it produces profits, a food and beverage operation helps to attract guest to the hotel and encourages them to remain on the premises, where guest are captive customers for other products and services that the hotel has to sell.
A. History of Sahid Kusuma Solo

1. The historical background of Sahid Kusuma Hotel

   Keraton Surakarta Hadiningrat is a palace settled in Surakarta. In 1933-1939 Keraton Surakarta Hadiningrat was reigned by the tenth Pakubuwono. He was the most glorious king at the time. He died in 1943 and graved in the kings of Surakarta and Yogyakarta funeral, Imogiri. Prince Abimanyu was the son of the tenth Pakubuwono. Abimanyu was born in 1902. He had title Kanjeng Gusti Pangeran Haryo Kusumo Yudho. He passed away when he was young and his title was given to his brother Bei.

   Pakubuwono X gave a palace in the north of Surakarta palace to him. The name of the palace was Ndalem Kusumoyudan. This palace had been bought from Mangkunegaran IV and built in 1909 by Kanjeng Gusti Pangeran Hadiwijoyo with the combination of Javanese and Dutch architecture.

   In 1961, Ndalem Kusumoyudhan was sold to IFCO one of the firms at Solo running on a bicycle assembling and sewing machine company. In 1970, Ndalem Kusumoyudhan was bought by PT sahid & CO which planned to build a hotel to welcome the PATA conference in 1974. Kanjeng Gusti Mangkunegaran VIII put the first stone of the hotel building.
In July 8th 1977, the name of Kusuma Sahid Prince Hotel was officially declared by the Minister of Communication, Susilo Sudarman and also appointed Sukamdani Sahid Gitosardjono as the president of Sahid group at the time.

In the first operation, the hotel served 28 Bungalow rooms, 18 Cabanas room, 28 Moderate rooms, 12 Junior rooms and 18 Executive rooms. Besides, a special unit room called Indrakila Royal Suite was built to welcome Queen Juliana and Prince Benhard from Holland who came to Solo and spent the night in Kusuma Sahid. In addition the hotel also has a mosque for the Moslem worship and a swimming pool with 25 m in length and 15 m in width.

Sahid Kusuma Solo Hotel has the main rooms, as follow:

1. **PENDOPO**

   This is a place for the guest. Today, it becomes the lobby called Budoyono Mantili and Pantiarjo. The lobby has white pillars in the elegant European style where the guest can enjoy while listening to the *Gamelan* and beautiful song of *Sinden* every evening.

2. **PRINGGITAN**

   This is the main room for the *wayang* performance which is located between Pendopo and Ndalem. This room is called Sriwedari.
3. **ALTAR-KROBONGAN / PETANEN**

   The original shape of Krobongan is based on the Hinduism altar. It is decorated with Cinde cloth bed, pillow and bolster in beautiful arrangement. Over the Krobongan, there are coconut shoot and a bunch of rice which symbolize the life and agriculture. In front of the Krobongan, there are two statues of Loro Blonyo. In the left side, there is a Dewi Uma or Dewi Sri statue as the symbol of fertility. While in the right side, there is Dewa Sadono statue, the symbol of Luck.

4. **INDRAKILA ROYAL SUITE**

   Indrakila Royal Suite is located behind the Krobongan which consists of three luxurious main rooms.

   The building of Hotel Sahid Kusuma was to welcome the conference of PATA in 1974, held in Indonesia. It was the most luxurious hotel at that time with the most complete facilities served in Solo region. It was the only one four-star hotel in Solo since it has 103 rooms until now.

2. **Sahid Kusuma Hotel Description.**

   Situated in the heart of historic Solo, this property is an ideal place for those who want to explore the attractions of the city.

   - **Location**

   Set amidst blossoms and greenery, the Sahid Kusuma Raya Hotel is located in Solo at Jln. Sugiyopranoto No.20 Solo 57771 surrounded by the city’s
cultural attractions. The hotel is close to shopping centre and is just 2 kilometres from the Balapan Train Station, while the airport is 15 kilometres.

- **Rooms**

  The hotel boasts comfortable guestrooms that are well-equipped with an array of standard amenities keeping in mind the Solo’s traditional arts and cultural concept.

- **Restaurant**

  The onsite restaurant offers an appealing menu that includes Chinese and Japanese specialties, along with delicious sea-food and barbeque choices to feast on.

- **General**

  Guests can make use of the conference facilities provided by the hotel for their business meets. During leisure, guests can workout at the well-equipped gymnasium to tune up guest body and be fit.
B. Scheme of F&B service department in Sahid Kusuma Hotel

According to the scheme above, the duties of every section is as follow:

- Food and beverage manager.
  1. Managing all the activities, such as the routine event, annual event, or special event.
  2. Handling comments from the guest.
  3. Making schedule of the staff and responsible directly to General Manager.
- **Assistant food And Beverage**
  1. Responsible to give the report about food and beverage to the manager.
  2. Coordinating the crew and responsible directly to food and beverage manager.

- **Captain**
  1. Managing restaurant operation and the crew to arrange new plans for restaurant daily duties.
  2. Supervising restaurant crew during activities.
  3. Controlling table set up and all food service before operation.
  4. Reporting the selling result to the chief.

- **Waiter and waitress**
  1. Managing and cleaning the table.
  2. Set up and redecorating the restaurant.
  3. Serving the guest order.
  4. Helping captain in receiving guest.

- **Supervisor**
  1. Planning the job training
  2. Expanding ideas
  3. Giving briefing to the employess
4. Controlling the employees and facilities

5. Making the report to the manager food and beverage.

C. Waiter and Waitress

Waiter and waitress are people who serve food and beverage in restaurant. Waiter is also known as steward. Waiter and waitress always keep service environment and restaurant ready for operational and efficiency service.

1. The criteria of good waiter and waitress

   a. Good personality and manner

      The basic roles of good manners are not doing something harmful or dangerous for anyone, performing too much humor, performing pornography or getting someone’s personal identity, it should be thrown.

   b. Communicative effectively with guest

      A waiter or waitress must speak nicely and politely, give good respect to the guests comment, speak to guest carefully without asking guest’s personal identity.

   c. Friendly and polite

      Having good friendship with others is necessary. It makes the job nicer. Having good friendship with captain, supervisor, other
waiter/waitress, and the guest is a nice thing. But they have to
know the position.

d. Willing to serve the guest
Willing to serve, listen to the guest carefully, and to accept guest
suggestion and comments.

2. The waiter and waitress appearance

a. Posture
Have good posture like she or he must always standing straight but
flexible.

b. Hair
For waiter, hair must be short and may not have moustache
For the waitress, if she has long hair, it must be tied nicely.

c. Face
Use less make up, do not use too much make up. Face must always
look shining and fresh. Nice smile to welcome the guest will
make them feel glad.

d. Jewelry
Use simple jewelry, it is just allowed to use wedding ring in order
to make the waiter or the waitress feel comfortable when they bring
the equipment or bring the dishes.
e. Manner

Have good habit, friendly and make polite attitude, being respectful to everybody will create a good relationship and good impression.

f. Neck tie & waist coat

Use black neck tie and black waist coat to complete the uniform.

g. Hand

Cut the nail short, and nail polish must not be used, long nail will disturb the waiter or waitress when they work. Therefore, nail must be cut short.

h. Perfumery

Keep the body fresh and smell good. Bad body odor will disturb the guest in enjoying his/her dishes.

i. Shoes

Use black shoes and shoes must always be polished.

j. Uniform

Use the clean and tidy uniform, it will make the waiter’s appearance seems orderly.

D. Strategy used in improving quality service

The waiter and waitress are responsible for building the excellence of food and beverage service because they work in the hospitality industry. Therefore,
waiter and waitress use the strategies to improve quality service. The strategies are as follows.

a. Greeting the guest friendly and politely.
b. Escorting and sitting the guest carefully.
c. Treating the guest as politely as possible.
d. Willing to serve guest as good as possible.

E. The strategy used by waiter and waitress in handling guest complaint

Guest experience in unsatisfactory service may be caused by the taste of food that is not delicious, the delay of serving food, or the comfortable environment inside the hotel. The strategies used by waiter and waitress to handle guest complaints are as follows.

a. Listening to guest complaint carefully without giving comment.
b. Keeping eye contact with guest politely.
c. Giving sympathy and empathy.
d. Giving good respect.
e. Remembering to ask for the absolution of the carelessness if they mistake.
F. The guest comment card of Food and Beverage service

1. Guest comment card

“Guest is King”, it means that the guest has an important role for the hotel. Hotel staff must present good impression and best services to create guest satisfaction and also to create the best hotel reputation not only in Indonesia but also aboard. The hotel runs well or not, depending on hotel’s staff. Every guest who comes to stay in Sahid Kusuma has different purposes, so the hotel’s staff must give services according to their needs.

Sahid Kusuma distributes “Guest Comment Card” to know the comment given by guests to increase the service for the following time. In this card, there are several options: such as excellence, good, fair and poor. In addition, it also has a check list with the following option: welcome, seated promptly, order taken promptly, served promptly, variety of food and beverage, quality of food and beverage, consistency of food, quality of service, staff presentation, staff friendliness, general atmosphere, entertainment, and value of money.

Sahid Kusuma suggests the guest to fill the card, because the guest comment card has a relationship with food and beverage department, which is to increase the service based on the data accepted by the hotel.

2. The guest comment

The hotel gives the card to the guests every meal time, they are put on the tables. The guests can fill the cards themselves. During the writer did the job
training, the writer got 20 documents from the hotel and found 12 documents from the total document that chose excellent (60%) and 8 documents from the total document, (40%) who chose good as their choice. It is mostly based on the services given by the food and beverage departments.

There are several services chosen by the guest in the guest comment card, such as: welcome, seated promptly, order taken promptly, served promptly, variety of food and beverage, consistency of food, quality of service, staff presentation, staff friendliness and general atmosphere.

In summary they were satisfied with the service of the hotel especially food and beverage department. In this circumstance, the hotel successfully gives service required by guest. Therefore, the hotel will keep on improving its service to maintain good reputation.
CHAPTER IV
CONCLUSION AND SUGGESTION

A. CONCLUSION

Based on the discussion in chapter III, there are some conclusions that can be drawn from the observation and documents in Sahid Kusuma hotel especially in food and beverage service. The conclusions are as follows.

1. The excellence food and beverage service

   Beside the completeness of the service and facilities given by food and beverage service, the good waiter and waitress not only have a good appearance, but also having a good personality and manner (polite and friendly), having an effective communication skill and having a will to serve the guest.

   The waiters and waitresses have strategy to handle the guest and their complaint, because the waiter and waitress are responsible for building the excellence of food and beverage service. Therefore, waiters and waitresses use the strategy to handle the guest complaint. The strategies are listening to guest complaint carefully without giving comments, keeping eye contact with guest politely, giving sympathy and empathy, giving good respect and remembering to ask for the absolution of the carelessness if they make mistake.
The waiters and waitresses have a strategy in improving quality service because they work in the hospitality industry. The strategies are greeting the guest friendly and politely, escorting and sitting the guest carefully, treating the guest as politely as possible, willing to serve as good as possible.

2. The description of guest’s responds to the service.

The good waiters and waitresses are not only having good appearance, but also being able to handle the guest as good as possible. According to the data, most of the guests give excellence comments about the service given by food and beverage service department.

B. SUGGESTION

After the writer has take on job training for two months in Sahid kusuma hotel, the writer would like to give some suggestions to the hotel and food beverage department.

1. Food and beverage manager should add employees to handle guest well when it is crowded and the waiters/waitresses do their duties and responsibilities.

2. The waiters and waitresses should improve their ability and knowledge about their field work. On the other hand, the waiter and waitress must be
creative to find something new to create satisfaction and loyalty of the customer toward the food and beverage service.

3. The hotel should add the equipment in services to make the operation of the food and beverage run fast.

4. The manager has to make a good relation and cooperation with the employees and give support to them in order to make they are diligent to work.

5. To increase the hotel revenue from the food and beverage selling.
BIBLIOGRAPHY


http://en.wikipedia.org/wiki/hotel
APPENDICES
HOTEL
SAHID KUSUMA
SOLO

Guest Comments
KOMENTAR ANDA

RESTAURANT
BAR
BANQUET

Jl. Sugiyopranoto No. 20 Solo 57111
E-mail Address: bkskusuma@indo.net.id
Website: www.sahid-kusuma.com
<table>
<thead>
<tr>
<th>Breakfast</th>
<th>Lunch</th>
<th>Dinner</th>
<th>Outstanding staff</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sarapan pagi</td>
<td>Makan siang</td>
<td>Makan malam</td>
<td>if any member of staff was especially helpful</td>
</tr>
<tr>
<td>Restaurant</td>
<td></td>
<td></td>
<td>please let us know his/her and department.</td>
</tr>
<tr>
<td>Bar</td>
<td></td>
<td></td>
<td>Bila ada karyawan laladan kami yang sangat membantu</td>
</tr>
<tr>
<td>Banquet</td>
<td></td>
<td></td>
<td>mohon diberi tahu namanya</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Comments or suggestions</th>
<th>Komentar atau senar-senar</th>
</tr>
</thead>
<tbody>
<tr>
<td>Room number :</td>
<td>:</td>
</tr>
<tr>
<td>Name :</td>
<td>:</td>
</tr>
<tr>
<td>Address :</td>
<td>:</td>
</tr>
<tr>
<td>Alamat :</td>
<td>:</td>
</tr>
<tr>
<td>Company :</td>
<td>:</td>
</tr>
<tr>
<td>Perusahaan :</td>
<td>:</td>
</tr>
<tr>
<td>Position :</td>
<td>:</td>
</tr>
<tr>
<td>Jabatan :</td>
<td>:</td>
</tr>
<tr>
<td>Date :</td>
<td>:</td>
</tr>
<tr>
<td>Tanggal :</td>
<td>:</td>
</tr>
<tr>
<td>Telp. No. :</td>
<td>:</td>
</tr>
<tr>
<td>Nomer telp. :</td>
<td>:</td>
</tr>
</tbody>
</table>

Thank you / terima kasih
Our Bartender has created
The Sahid cooler especially
to welcome you to the
HOTEL SAHID KUSUMA

Please present this card to
our waitress in the MADUGONDO Bar
or the GAMBIR SEKETHI Restaurant and
you will be served this exotic drink.

Kami telah menyediakan
minuman The Sahid cooler
untuk menyambut kedatangan Anda di
HOTEL SAHID KUSUMA SOLO

Serahkan kupon ini pada petugas
di MADUGONDO Bar atau
GAMBIR SEKETHI Restoran dan Anda
akan menikmati minuman segar tersebut.
Selamat Datang

di Hotel Sahid Kusuma
Dengan bangga dan sukacita,
kami menyambut kedatangan Bapak/Ibu.
Terima kasih atas kepercayaan
memilih tinggal bersama kami.
Semoga kunjungan
Bapak/Ibu di Solo menyenangkan
dan kembali lagi di saat mendatang.

Hotel's Policies

KEAMANAN BARANG BERHARGA
Manajemen tidak bertanggung jawab atas kehilangan uang atau barang berharga selama tinggal di Hotel. Demi keamanan,
kami menyediakan safe deposit box secara gratis.
Silakan hubungi Front Office Cashier.

CUSTODY VALUABLES
The hotel cannot be held responsible for any loss of money or valuables kept in the room. We are happy to give you free use of a safe deposit box for duration of your stay.
Just contact the Front Office Cashier.

KUNCI KAMAR
Mohon kunci kamar diserahkan kepada Reception,
Jika meninggalkan hotel.

ROOM KEYS
Please hand your key to Reception
when leaving the hotel.

RETENTUAN PEMBAYARAN
Pembayaran disesuaikan setelah ada
penagihan dari hotel.

PAYMENT POLICY
Please settle the account upon presentation.

CHEQUE
Hotel tidak menerima cek pribadi.

Management

Welcome to

Hotel Sahid Kusuma
one of the Sahid Hotels.
The management and staff are
delighted to have you with us and wish you
a most pleasant and enjoyable stay
during your visit to Solo. Looking forward
to welcome you again in your next visit.
HOTEL SAHID KUSUMA

Breakfast Voucher

Name: Mr. An En
Room: [Redacted]
Tour: [Redacted]
Date: 22/02/08

This Voucher is good for one Breakfast at:
GAMBIR SEKETHI RESTAURANT
Breakfast is served from 06.00 - 10.00 in the morning
Before ordering please present this Voucher to the Headwaiter.
We wish you a pleasant meal.

NOT VALID FOR ROOM SERVICE

Diner’s Signature