THE PROBLEMS ENCOUNTERED BY BANQUET SECTION OF SAHID JAYA HOTEL SOLO IN HANDLING EVENTS

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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ENGLISH DIPLOMA PROGRAM
LETTERS AND FINE ARTS FACULTY
SEBELAS MARET UNIVERSITY
SURAKARTA
2009
APPROVAL OF CONSULTANT

Approved to be Examined before the Board of Examiners, English Diploma Program, Faculty of Letters and Fine Arts Sebelas Maret University

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MOTTO

Serving is the essential thing from all jobs
(the writer)

Somebody’s heart plans the way, but Lord directs the steps
(Proverbs 16:9)

Smile!!!!!
(the writer)
DEDICATION

This final project report is dedicated to:

➢ The almighty, Jesus Christ
➢ My beloved father and mother
➢ My beloved sister and brother
➢ People who love and support me
PREFACE

Thanks to my Almighty God, Jesus Christ, for blessing and guiding the writer during finishing this final project report. The writer also wants to say thank you for all of the people who support the writer in finishing this final project report entitle “The Problems Encountered by Banquet Section at Sahid Jaya Hotel Solo in Handling Events”. This final project report is written to fulfill the requirement in obtaining the English Diploma Degree.

This final project report explains the Banquet Section at Sahid Jaya Hotel Solo in general, such as the job description, the problems in handling events and also the solution of the problems. The writer is interested in discussing the topic, because it is based on the writer’s experience in doing the job training for three months in Banquet Section at Sahid Jaya Hotel Solo

The writer realizes that this final project is far from perfect. Therefore, the writer appreciates and accepts any advices and criticism from the readers.

Through this final project report, the writer hopes that the readers get some general information about Banquet Section at Sahid Jaya Hotel Solo. The writer also hopes that this final project report will be beneficial for anyone.

Surakarta, January 2009

Arshidi Satria Nugroho Aji
ACKNOWLEDGEMENT

First of all, I would like to say thank you to the almighty Jesus Christ for blessing and guiding me during finishing this final project report. I would not be able to finish this final project report without the help and support from others. So in this opportunity, I would like to express my gratitude for:

1. Drs Sudarno, M. A, the Dean of Faculty of Letters and Fine Arts for giving the approval for this report.
2. Yusuf Kurniawan, S. S, M. A, the Head of English Diploma Program.
3. Dra. Rara Sugiarti, M. Tourism, my supervisor, for the patience in giving me guidance, kindness, and time to finish this final project.
4. All of the lecturers in English Diploma Program, for their valuable knowledge giving to me.
5. Mr. Fifin Arifin, the General Manager of Sahid Jaya Solo Hotel, who has given to me an opportunity to do job training.
6. Mr. Narwondo, the Banquet Coordinator of Sahid Jaya Hotel Solo.
7. All staffs of Sahid Jaya Solo Hotel: Mr. Sih, Mr. Miki, Mr. Fathony, Mr. Agung, Ahmad, Rahmad, Neno, Yudhi.
8. My Father, Drs. Med. Didied Haryadi and my mother, Dyah Ariyani. I can’t mention your kindness given to me, it is too much. I will always do my best to make you proud of me.
10. Dyah Ayu Mustika Rani, thank you for being the fourth “DYAH” in my family. I can not find the perfect words to express your kindness to me.

11. My big family of “Parking Crew”, Mr. Dar, Mr. Sigit, Mr. Sar, Mr. Budhi, Enggar, Mak Erot, Oneng, Chatoong, Puput, Wawa, Made, Kampret, Tegar, Ardi, Qipli, Jenggot, Aryo, Okep, Gonjer, Lencunk, Kempong, Mr. Gatot, Pak Dhe. You’re not my friends but you have become my FAMILY.

   All friends in other class (A and C) that I can’t mention one by one, it doesn’t mean that I forget you. Thank you for the togetherness and everything. VOICE ‘05

13. Miss Devi, Miss Rita, Miss Heni, Mr. BG…THANK YOU!!!!!

14. People who support and pray for me. Thanks a lot…..
ABSTRACT


In the tourism industry, a hotel takes an important role in supporting its progress. A hotel has many departments for its operational activities, each of them has its own duties and responsibilities. One of them is Food and Beverage Department which is dealing with the food and the beverage provided by the hotel. Banquet section is one of many sections under the Food and Beverage Department. This final project report describes the problems encountered by Banquet Section of Sahid Jaya Hotel Solo in handling events, such as the limited worker, the lack of tools and equipment, bad coordination with other department and miscommunication among Banquet Section staffs. To solve the problems, the writer also writes some solutions for the hotel. The solutions are employee recruitments, increasing the number of tools and equipment, making good coordination with other department and keep the good communication among the Banquet Section staffs.

The writer writes some suggestions for the hotel management and the Banquet section. The hotel management is suggested to increase the number of venue and to enlarge the capacity of the venue. They are also suggested to hold a meeting every week or every month for sharing and hearing the employer’s complaint in doing their jobs. The head of Banquet Section is also suggested to inform the standard service to avoid the mistake done by the employees.

This final project report is written based on the writer’s experience in doing the job training for three months in Banquet section at Sahid Jaya Hotel Solo. Hopefully, this final project report will be beneficial for the hotel to increase their service quality. For the readers, hopefully this final project report is beneficial as reference of the hotel field especially in Banquet section at Sahid Jaya Hotel Solo.
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CHAPTER I
INTRODUCTION

A. Background

Hotel is a kind of accommodation which is one of many tourism elements. A tourism attraction needs the accommodation as one of its facilities, so that the tourists feel more comfort in enjoying the tourism object. Nowadays, hotel is not only used for spending the night, but also used for providing the guest opportunities to do daily activities such as meeting, holding events, or having dinner. Therefore, many business hotels are built in the big cities. Hotel is commercial industry which uses several parts of the entire buildings to provide guest room, food and beverage and other public service which are commercially managed. In operational activities, a hotel has many departments in which each of them has its own responsibilities.

One of many departments in a hotel is Food and Beverage Department. This department has responsibilities in producing and serving the food and beverage for the guests or the hotel customers. There are two divisions in Food and Beverage Department. The first division is Food and Beverage Product Division which has responsibility in cooking and preparing the foods and beverages. The second division is Food and Beverage Service Division which has responsibilities in servicing the foods and beverages for the guests or customers. Food and Beverage Department has a big role for the hotel improvement. When the occupancy of the hotel is low, the hotel can still get income from the
restaurant, banquet, bar which are included in the Food and Beverage Department’s responsibilities.

The important role of the Food and Beverage Department has given influences to banquet section. There are always many events that need to be handled every month. Banquet Section in Sahid Jaya Hotel Solo has given a big contribution for the hotel income. To maintain the guests’ satisfaction, Banquet Section in Sahid Jaya Hotel Solo always keeps the professionalism in working. Banquet Section always gives the best service to customers. It can be seen from the fact that many corporations entrust their event or meeting to be handled by the Banquet Section of Sahid Jaya Hotel Solo in every month. Through this final project, the writer wants to describe the problems encountered by Banquet Section at Sahid Jaya Hotel Solo in Handling Events for giving and providing its best service.

This report is written based on the experience during the job training as a trainee in Banquet Section at Sahid Jaya Hotel Solo for three months started from March 1st, 2008 to May 30th, 2008. The job training was done to fulfill the requirement in obtaining Diploma Degree in English Diploma Program of Sebelas Maret University.
B. Objectives

The objectives of this final project are report as follows:

1. To explain the job description of Banquet Section at Sahid Jaya Hotel Solo.
2. To describe the problems encountered by Banquet Section at Sahid Jaya Hotel Solo in handling events.
3. To give solution of problems encountered by Banquet Section at Sahid Jaya Hotel Solo in handling events.

C. Benefits

It is hoped that this final project report will be beneficial not only for Sahid Jaya Hotel Solo, but also for the readers. The benefits of this final project report are:

1. To Sahid Jaya Hotel Solo

   This final project report can be a promotion media. This final project report helps the Banquet Section in increasing and promoting its service quality.

2. To the readers

   This final project report is expected to be able to give a lot of information about the Banquet Section of Sahid Jaya Hotel Solo and provide knowledge about the hotel industry.
CHAPTER II
LITERATURE REVIEW

A. Hotel

1. Definition of Hotel

According to AHMA (American Hotel Motel Association) the definition of hotel is as follows:

“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 services: food and beverage service, room attendant service, uniformed service, and use of furniture and fixture”. Endar Sugiarto & Sri Sulartiningrum (2003: 8).

Hotel has many departments for its operational activities. Each of the department has its own function and duties. The main departments in a hotel are Accounting Department, Engineering Department, Food and Beverage Department, Front Office Department, House Keeping Department, Marketing Department, Personal Department, Security Department. In this report, the writer wants to describe the section which is under the Food and Beverage Department, the Banquet Section.

Sulastiyono (1999:6) states that hotel is an accommodation that uses partial or entire building to provide service, food and beverage, and other supporting services for public that is commercially organized.
2. Definition of Food and Beverage Department

“Food and Beverage Department is a part of the hotel that manages and is responsible to the product and the service of food, beverages and others to the guests who will stay in the hotel. It is commercially and professionally organized.” Sunyoto (2007:1).

The activities in Food and Beverage Department are classified into two categories; they are Food and Beverage Product and Service.

a. Food and Beverage Product

The activity in Food and Beverage Production section is to process the raw materials of food and beverage into the food and beverage that are already to be consumed by the guests or customers. Therefore, Food and Beverage Product is a part of Food and Beverage Department that is responsible for providing all kind of foods and beverages needed by the guests or customers. It means that Food and Beverage product department is responsible for preparing the food and beverage in a hotel. It is divided into two sections, there are Main Kitchen and Satellite Kitchen:

1). Main Kitchen

The main kitchen is a kitchen which has responsibilities in preparing the product of Food and Beverage. The responsibilities include Hot Kitchen, Cold Kitchen, Pastry, and Butcher:

a) Hot Kitchen is responsible for preparing, supplying, and cooking hot food in the main course.
b) Cold Kitchen is responsible for cooking cold food for example, appetizer, salad, sandwich, buffet presentation.

c) Pastry is responsible for preparing snack, dessert, cake, ice cream, and all kinds of bread.

d) Butcher is responsible for cutting and proportioning all kinds of meat for example beef, lamb, pork, poultry.

2). Satellites Kitchen

Satellites kitchen is a kitchen which has responsibilities in servicing the product of food and beverage in some occasional events. It also has its own station at several places to assist the Food and Beverage Service, the followings:

a) Assist the Banquet Section in handling table manner at Ballroom.

b) Assist the Restaurant and Coffee Shop Section in breakfast, the Chef is also cook in front of the guests.

b. Food and Beverage Service

Food and Beverage Service is a part of activities in Food and Beverage Department which is responsible for preparing and servicing the food and beverage to the guests or customers. It means that Food and Beverage Service is responsible for professionally serving the food and beverage in a hotel. It is divided into four sections, including Restaurant, Bar, Room Service, and Banquet.
1) Restaurant

   It is a commercial business which provides service in providing food and beverage to public and it is professionally managed. Restaurant consists of several parts:
   a) Fine Dinning Room
   b) Special Restaurant
   c) Coffee Shop

2) Bar, which consists of:
   a) Public Bar
   b) Lounge Bar
   c) Pool Bar
   d) Main Service Bar
   e) Moveable Bar

3) Room Service

4) Banquet
B. Banquet

1. Definition of Banquet

In hospitality industry, Banquet Section has responsibility in handling events at the hotel whether indoor or outdoor. There are several definitions of banquet.

Marsum states that banquet is a fine dining for several people (minimum 15 people) which is usually interrupted with speech or ceremony. (1995:2).

Foster defines that banquet service is the provision of food and beverage service which for a contracted event, to a group or to a general public. Banquet Service has the same meaning as the catering service. (1993:34).

2. The Facilities of Banquet

The standard facilities which are provided by hotel service are:

a. Banquet hall or the meeting room.

b. Decoration, stage, reception desk, seats, etc.

c. Food and beverage.

d. Sound System.

e. Security

f. Large parking area.

g. Free room or transit room.
In this report, the writer wants to describe Banquet Section which is under the Food and Beverage Department.

The organization structure of Banquet Section at Sahid Jaya Hotel Solo is described in Diagram 1.

**Diagram 1: The Organization Structure of Banquet Section**

1. General Manager
   - 2. Food and Beverage Manager
   - 3. Food and Beverage Assistant Manager
   - 4. Banquet Coordinator
   - 5. Banquet Captain
   - 6. Waiter / Waitress
   - 7. Trainee
CHAPTER III
DISCUSSION

A. Company Profile of Sahid Jaya Hotel Solo

1. The Brief History of Sahid Jaya Hotel Solo

Sahid Jaya Hotel Solo was established in 1965. The first name of Sahid Jaya Hotel Solo was Sahid Sala Hotel. The owner of Sahid Jaya Hotel Solo is Mr. Dr. H. Sukamdani Sahid Gitosardjono, he is also the owner of other Sahid Groups in Indonesia. Mr. Sukamdani faced many problems in building Sahid Jaya Hotel Solo, but he did not give up easily. Mr. Sukamdani started to build Sahid Sala Hotel in 1963 and completed in 1965, Sahid Sala Hotel was the first hotel which built by Mr. Sukamdani.

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. Thirty years later in 1995, it was renovated and became Sahid Raya Hotel Solo as four star hotel. Then in June, 2007 Sahid Raya Hotel Solo has been changed its name into Sahid Jaya Hotel Solo, because its level is up. Sahid Jaya Hotel Solo is a five star hotel which has rooms up to 140 rooms and completes its facilities.

2. The Facilities at Sahid Jaya Hotel Solo

As the five star hotel, Sahid Jaya Hotel Solo has complete facilities that make the guests who stay at this hotel will feel like in their home. The facilities
which provided by Sahid Jaya Hotel Solo are guest rooms, meeting and functional rooms, and additional facilities & services.

a. Guest Rooms

As a five star hotel, Sahid Jaya Hotel Solo has 140 rooms which have different facilities depend on the room categories. The 140 rooms are divided into 4 categories, each of the category has different facilities and different price. The categories are: Presidential Suite, Executive Suite Room, Deluxe, and Superior.

1) Presidential Suite

The Presidential Suite Room is the most expensive room in Sahid Jaya Hotel Solo. Sahid Jaya Hotel Solo has only one Presidential Suite Room. This room consists of two bed rooms which have a king size and queen size bed. The other facilities are living room, function room, Superior Room, two bath rooms with bath up inside, mini bar, dinner room with dinner table. Many important persons book this room in every year.

2) Executive Suite Room

The Executive Suite Room is cheaper than the Presidential Suite one. This kind of room has one large bed room with king size bed, living room, a bath room with bath up, and also mini bar.

3) Deluxe

Deluxe room is cheaper than the previous rooms. This room has color TV, radio or channeled music, inside bath room, mini bar, and a single bed in queen size.
4) Superior

Superior room is the cheapest one. It has twin bed, and inside bathroom. This kind of room also has many additional facilities such as television, telephone, and coffee and tea making facility.

b. Meeting and Functional Rooms

Sahid Jaya Hotel Solo has many meeting room and function room. These rooms are divided based on the large of space. The meeting and function room which owned by Sahid Jaya Hotel Solo are; Sukoharjo Room, Carikan Meeting Room, Pedan Ballroom, and Executive Lounge.

1) Sukoharjo Room

This function room is located in the first floor. It is 21 meters x 11 meters x 3 meters, with capacity in style as follows:

- Standing or Cocktail Style 225 persons
- Restaurant Style 120 seats
- Class Room Style 130 seats
- Theatre Style 200 seats

2) Carikan Meeting Room

Sahid Jaya Hotel Solo has two Carikan Meeting Room. Each of them is only for small meeting, because this room is only for about 10 persons. The Carikan Meeting Rooms are located in the second and the third floor.
3) Pedan Ballroom

This room is the biggest function room in Sahid Jaya Hotel Solo. It is located in the third floor and has capacity in style as follows:

- Standing or Cocktail Style 600 persons
- Restaurant Style 225 seats
- Class Room Style 225 seats
- Theatre Style 400 seats

4) Executive Lounge

This meeting room is located in the ninth floor. This floor has capacity as follows:

- Restaurant Style 40 seats
- Class Room Style 45 seats
- Standing or Cocktail Style 70 persons

c. Additional facilities & services

1) Ratu Ratih Coffee Shop

Although it is a small restaurant, it serves many kinds of delicious food from Indonesian, Chinese, Japanese, European, and also American. The food is cooked by the local professional chef. It is also open for public from 6 am to 11 pm.
2) Sekar Jagad Pub and Karaoke

Many beverages from the non alcoholic to the alcoholic beverage are available in this bar. The guests can also enjoy the music played by house artists.

3) Room Service

The room service is ready 24 hours to serves the guests who want to have their meal in their room. The list of menu is available in the bed side table of each room.

4) Gajah Mungkur Swimming Pool

This facility is opened for public. Not only the guests who stay in the hotel that can use this facility. It is open from 6 am until 8 pm.

5) Fitness Center

This facility is also opened for public. The fitness center is located in the second floor.

6) Melati Hair and Beauty Salon

People who want to look chic and beautiful can use this facility. It is located in the first floor and it is opened for public.

7) SPA Treatment

Sahid Jaya Hotel Solo also provides this SPA facility. If you feel tired or need massage to refresh your body, you can go to SPA Treatment in Sahid Jaya Hotel Solo.
8) Laundry and Dry Cleaning

This facility is opened for public and it uses one day service. Your clothes will finish to be cleaned in the same day you deliver it.

9) Pastry Section

Pastry shop is located in the first floor, in Ratu Ratih Coffee Shop. Pastry shop provides many kinds of cakes and snacks which are cooked by the professional chef.

10) Drug Store

11) Travel Agent

12) Money Exchange

13) Batik and Gift Shop

Additional Services

- Receptionist which is ready 24 hours
- Express check in and check out
- Color TV, Mini bar, IDD Telephone, Hair Dryer, Tea & Coffee Making facilities in each room.
- Free transportation to Airport and Railway Station
- Credit card accepted: Amex, Dinners Club, Visa, Master and BCA
- Safe Deposit Boxes
- Javanese Orchestra
- Taxi Counter
- House doctor & baby sitter upon request
B. Job Description of Banquet Section at Sahid Jaya Hotel Solo

1. Food and Beverage Manager (FBM)

The responsibilities of an FBM are to manage all things about producing and servicing foods & beverages in the hotel. FBM also manage some occasional events in the hotel.

2. Food and Beverage Assistant Manager

The responsibility of a Food and Beverage Assistant Manager is to help the FBM in doing his job. At Sahid Jaya Hotel Solo, Food and Beverage Assistant Manager is also having a role as Banquet Coordinator.

3. Banquet Coordinator

The responsibilities of a Banquet Coordinator are to coordinate and to handle all things in arranging the banquet for the hotel’s guests or anyone who holds meeting or several events in a hotel.

4. Banquet Captain

Banquet Captain has responsibility for directing the waiter when handling events. Banquet Captain also recognized as supervisor. He also serves the guest in special action, such as: taking and ordering guest’s order, wine service. Banquet Captain also arranges the style of the venue based on the event order from marketing department. There are three styles of the venue that are provided by Banquet Section at Sahid Jaya Hotel Solo; Theater Style, Classroom Style, and Restaurant Style.

Banquet Captain has full responsibility from the events begin until its end.
a. Classroom Style

Explanation:
1) Head Table
2) Table
3) Chair

b. Theatre Style

4) Round Table

c. Restaurant Style

5. Waiter/Waitress
The responsibility of a Waiter or Waitress at Sahid Jaya Hotel Solo is serving the guest, such as; serve the snack to the guest, clear up the meals and cutleries, and etc. However, a Waiter or Waitress is also take part in set up and break up the decoration of the venue.

6. Trainee

Trainees at Sahid Jaya Solo Hotel have duties as follows:

a. Helping the Waiters / Waitresses in doing their duty.

b. Keeping the cleanness of banquet area, such as: Banquet Office, Banquet Store, and Banquet Tools.

The responsibilities above are divided into 3 shifts, morning shift, evening shift, and night shift.

a. Morning shift (7am – 3pm)

b. Evening shift (3pm – 11pm)

c. Night shift (11pm – 7am)

Trainees at Sahid Jaya Hotel Solo, especially in Banquet Section only work at morning shift and evening shift.
C. The Problems Encountered by Banquet Section of Sahid Jaya Hotel Solo in Handling Events

In doing the duties, Banquet Section faced many problems. These problems have made the Banquet Section can not work optimally. The problems encountered by Banquet Section are; limited worker, lack of tools and equipment, bad coordination with other department, and miscommunication among Banquet Section staff.

1. Limited Worker

Banquet Section has only three permanent employees. All of them are Banquet Captain. The Waiters and Waitresses are daily workers and part-timers. If there is a big event that has to be handled, Banquet Captain will make a call to part-timer for asking a help in handling the event. However, the part-timers are not always willing to help. Therefore, we have to handle this big event with very limited employees. There was one case when 1 waiter had to serve about 100 guests.

2. Lack of Tools and Equipment

Banquet Section cannot give its best services because they lack tools and equipment, such as:

a. Silverware

Example: dinner spoon, dinner fork, tea spoon, dessert knife, and etc.

b. Glassware

Example: goblet, high bowl, juice glass, wine glass, and etc.
c. Chinaware
Example: cup, saucer, B & B plate, dessert plate, sugar bowl, and etc.

d. Linen
Example: table cloth, underline, cover seat, napkin, and etc.

e. Furniture equipment
Example: table, round table, chair, flip-chart, and etc.

f. Miscellaneous equipment
Example: cover & coaster, pencil, block-notes, candy, and etc.

This problem make Banquet Section has limited sources to give its best services to the guest. The management would rather rent these tools than buy it for the interest of the hotel.

3. Bad Coordination with Other Department

For operational activities, a hotel has many departments; each of these (departments) has its own duties. The main departments of a hotel are:

a. Front Office Department     e. Accounting Department
b. House Keeping Department    f. Security Department
c. Food and Beverage Department g. Engineering Department
d. Marketing Department       h. Laundry & Linen Department
                                 i. Personal Department
Good coordination is needed to make the hotel success. It is difficult and impossible for one department can work alone without other department help. Banquet Section is also need other contribution in handling an event. Therefore, before handling an event, Banquet Section should receive an event order from Marketing Department. It is important because we will know the lay out of the event from event order. After Banquet Section receives the event order, than we spread it to other department and become event organizer.

However, the coordination is not always going smoothly. Unfortunately, the most miscommunication happens between Banquet Section and Marketing Department. The event order is not match with the guest’s plan, such as the decoration or the venue style. The Banquet Section has to fix it and re-set up the venue into the correct lay out.

4. Miscommunication among Banquet Section staff.

The Banquet Section staffs do not have the same point of view. For example, The Banquet Coordinator’s will sometime different with Food and Beverage Manager’s (FBM) will. The other example is a different opinion among Banquet Captain in serving the guests. It makes the Banquet Section job to be obstructed.
D. The Solutions of the Problems Encountered by Banquet Section of Sahid Jaya Hotel Solo in Handling Events

To get the best result, the problems faced by Banquet Section have to be solved with the best solution. The solutions proposed are; recruitments, increasing the number of tools and equipments, making a good coordination with other department, keep the communication.

1. **Recruitments**

   The Management must recruit additional worker to help Banquet Section in doing its responsibilities. At least, add the daily worker to help Banquet Captain.

2. **Increasing the Number of Tools and Equipment**

   The quantity for banquet tools and equipments must be increased immediately. The hotel management can buy it for the interest of the hotel, because it has an important role for serving the guest in the hotel.

3. **Making Good Coordination with Other Department**

   Good coordination is the key to make hotel success. The misunderstanding of interdepartmental should be reduced. The management should hold a meeting in every week or every month for sharing and hearing the employer’s complaint in doing their job

4. **Keep Good Communication**

   The employers must keep their communication well, make an internal meeting to share the problem and to solve the problem together. It makes the miscommunication between them never happen.
CHAPTER IV

CONCLUSION AND SUGGESTION

A. Conclusion

Based on the discussion in the previous chapter, the writer concludes some important conclusions.

The personnel of banquet section have their own duties in giving their best service for the guests. Starts from the Food and Beverage Manager until the Trainee have their own responsibilities to provide service to the guests. FBM has to manage all things about producing and servicing foods & beverages in the hotel, but FBM also arrange some occasional events in hotel. Assistant of FBM help FBM in doing his job. Banquet Coordinator is the chief in Banquet Section. He coordinates and handles all things in arranging the banquet for the hotel’s guests or anyone who holds meeting or several events in a hotel. Banquet Captain has different responsibilities among the other Captain in hotel. He serves the guest in special action and arranges the style of the venue based on the event order from marketing department. Waiter, Waitress and Trainee have the same duty in handling event.

However, there are several problems faced by Banquet Section in doing their job, such as; the limited worker, lack of tools and equipment, bad coordination with other department and miscommunication among Banquet Section. Because of this problem, Banquet Section has limited source to give its best services to the guest.
The solutions of the problems encountered by Banquet Section of Sahid Jaya Hotel Solo in handling events are; employee recruitments, increasing the number of tools and equipment, making good coordination with other departments and keep the good communication among the personnel of banquet section.

B. Suggestion

After having job training for three months at Sahid Jaya Hotel Solo, the writer would like to give some suggestions to the hotel management and the banquet section, the suggestions are:

1. The hotel management

The hotel management should improve the coordination. Based on the writer observation, the coordination among departments in Sahid Jaya Hotel Solo is weak and it needs to be improved. Therefore, the management should hold a meeting in every week or every month for sharing and hearing the employer’s complaint in doing their job. The management should give attention for the employer’s complaint and try to give solution. It is done to improve the hotel progress. As one of the sections which produced a big income for the hotel,
the hotel management should increase the number of banquet venue and enlarge its capacity which is used to hold a bigger event.

2. The Banquet Section

There are many error communications happened in banquet section of Sahid Jaya Hotel Solo. Therefore, the Sahid Jaya Hotel Solo should give the clear information about the professional procedures in handling events to avoid the mistakes. A small internal meeting should be held to keep the good communication between the banquet personnel.


Sunyoto. 2007. *Food and Beverage Service (Hand Out of Food and Beverage Service)*. Surakarta