THE ROLE OF PASTRY SECTION AT SAHID JAYA SOLO HOTEL

FINAL PROJECT REPORT
Submitted as a Partial Requirement in Obtaining Degree in English Diploma Program, Faculty of Letters and Fine Arts, Sebelas Maret University

by
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SURAKARTA
2011

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MOTTO

Don’t give up!!!!!

Just do the best and let Allah SWT do the rest...

(The writer)

Keep moving forward

(The cartoon movie “Meet Robinson”)

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DEDICATION

This final project report is dedicated to:

- The almighty, Allah Azza Wa Jalla
- My beloved father and mother
- My beloved brother and sister
- People who love and support me
PREFACE

Alhamdulillahirabbil'alamin, finally the writer is able to finish this final project report. The writer would like to say thank you to Allah SWT for blessing and guiding during finishing this final project report. The writer also wants to say thank you for all of people who help and support the writer in finishing this final project report entitled “The Role of Pastry Section to The Other Division at Sahid Jaya Solo Hotel”. This final project report is written to fulfill the requirement in obtaining the English Diploma Degree.

This final project report explains the Pastry section in general, such as the role of Pastry Section to the other division at Sahid Jaya Solo Hotel, the responsibilities, the product produced by Pastry, and the solution of the weakness of Pastry Section. 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 Pastry section at Sahid Jaya Solo Hotel.

Through this final project report, the writer hopes that the readers get information and knowledge about Pastry at Sahid Jaya Solo Hotel. The writer also hopes that this final project report will be beneficial for anyone.

Surakarta, January 2011

Nurul Badriyah

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ACKNOWLEDGMENT

First of all, I would like to say thank you to the almighty Allah SWT 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 other. 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 Endang Tri Astuti, M.S, my consultant. Thank you for the time, guidance, advice and correction during the writing of this final project report.
4. All of the lecturers in English Diploma for their valuable knowledge giving to me.
5. Mr. Purwanto, the General Manager of Sahid Jaya Solo Hotel, who has given to me an opportunity to do job training.
6. Suraji S. Sos, the Pastry Chef of Sahid Jaya Solo Hotel, for his guidance, his patience in teaching me during the job training.
7. Mbah Darmo, The First Cook Pastry of Sahid Jaya Solo Hotel, for his guidance and his patience in teaching me during the job training.
8. Mas Eko, the Second Cook Pastry of Sahid Jaya Solo Hotel, for his guidance, help and teaching me during the job training.
9. All staffs of Sahid Jaya Solo Hotel, thank you for the references and the knowledge given to me.

10. My Father Siswanto and my mother Endang Lestari. 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.

11. My brother Agus Sulistyo and my sister, Suhaidah, make your parents proud of you.

12. My Friends in Class B, Ulfah, Nesi, Yuni, Putri, thank you for support me. All friends in other class (A and C) Cintya, Intan, Hartini (mamake), Indah, Devi, Pungky, Dewi, that I can’t mention one by one, it doesn’t mean that I forget you.


14. People who help, support and pray for me. Thanks a lot!!!!!! Only God that will reply your kindness given to me. Amin

Surakarta, January 2011

Nurul Badriyah
ABSTRACT

Nurul Badriyah, 2011, “The Role of Pastry Section at Sahid Jaya Solo Hotel”, English Diploma Program, Faculty of Letters and Fine Arts, Sebelas Maret University.

Hotel is one of the important roles in the tourism industry. A Hotel has many departments for its operational activities; one of them is Food and Beverage Department. Pastry section is a section of the Food and Beverage Department in Hotel. This report is based on the experience during the job training as a trainee in pastry section at Sahid Jaya Solo Hotel for three months, January 18th, 2010 to April 18th, 2010.

This final project report describes the Pastry section in general, such as the job description, the product produced by the pastry section, the role of pastry section at Sahid Jaya Solo Hotel with other division and the solution of problem by the pastry section. Hopefully, this final project report will be beneficial for the Hotel to increase their quality in product and service. For the reader, it is beneficial to enrich their knowledge about pastry.

The jobs of a trainee in Pastry section are helping the pastry cooks, keeping the cleanliness of pastry area, and preparing the product for coffee break. Pastry section makes many kinds of bread for breakfast everyday, such as sweetbread, croissant, danish and white bread. The Roles of Pastry section are for making and preparing cake, bread, snack and dessert. The Pastry section is also suggested to make more creations for its products, so the guests are interested in tasting the pastry product.
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CHAPTER I

INTRODUCTION

A. Background

The development of the tourism industry is growing up rapidly year by year. It can be seen from many places of accommodations and tourism destinations. The modern industry in the country has important role to improve the finance of the country. One of many important elements of tourism objects is accommodation. Hotel is a kind of accommodation which forms one of the main substances of the tourism industry, so that a hotel has important role to increase a number of aspects, such as economy aspect and business aspect of tourism industry. Nowadays, hotel is not only used for staying or place to spend the night, but hotel also has some important services in supporting the daily activities of the guests. For examples some services which for their daily activities such as breakfast, lunch, dinner, meeting with business friends, doing exercise in gym, hot spot area, swimming pool, seminar room and wedding party. These are the reasons why nowadays we can see many business hotels in big cities.

Hotel has many departments for its operational activities. One of the departments is Food and Beverage Department. Food and Beverage Department provides service and product. Food and Beverage product is a division of Food and Beverage Department which works in processing food and beverages such as pastry and kitchen. Pastry section has important role for other division, for example banquet, kitchen and room service divisions. Pastry is a division of Food
and Beverage Department which manages to serve foods and beverages to the guests, especially dessert and bakery in restaurant, pastry shop, coffee shop, pub, room service, banquet, pool bar, and Sekar Jagad. Food and Beverage Department has an important role to the hotel. One of the important roles of the Food and Beverage Department is pastry section, so that pastry section is a division which has the first function to make dessert. The function of Pastry section itself is to fulfill the guest order who wants to eat not only foods from kitchen product, but also many desserts in the pastry products. For example of the dessert are cakes, cookies, small bread for breakfast or for snack, ice cream and snack for coffee break which is included as in pastry product. The special characteristic from pastry section is to complete the menu which has the taste, the art, the decoration and the shape.

This report is based on the experience during the job training as a trainee in pastry section at Sahid Jaya Solo Hotel for three months, January 18th, 2010 to April 18th, 2010. The job training is done to fulfill the requirement in obtaining Diploma Degree in English Diploma Program of Sebelas Maret University. Through this final project, the writer wants to explain the role of pastry section to the other division in giving it’s the best service.
A. OBJECTIVES

The objectives of this final project are as follows

1. To describe the role of the Pastry Section and its product at Sahid Jaya Solo Hotel.
2. To describe the responsibilities and the strength of Pastry Section at Sahid Jaya Solo Hotel.
3. To give solution of problems faced by the Pastry Section at Sahid Jaya Solo Hotel.

B. BENEFITS

It is hoped that the result of this final project will be useful not only for Sahid Jaya Solo Hotel, but also for the students of English Diploma Program. The benefits of this final project are:

1. To Sahid Jaya Solo Hotel

   This report can be used as a medium to promote the products produced by pastry section and also can be used by the hotel to increase their quality in giving their best service.

2. To the students of the English Diploma Program.

   The writer hopes that this report can be used to enrich the knowledge about pastry.
CHAPTER II
LITERATURE REVIEW

A. HOTEL

A.1. Definition of Hotel

According to AHMA or American Hotel and 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 service: food and beverage, and use of furniture and fixture”. (Endar Sugiarto dan Sri Sulartiningrum, Pengantar Akomodasi dan Restoran, 2003:8).

The definition show that hotel is a kind of service which provides public service in order to get profit, by giving facilities and services such as bed, food and beverage service and other public facilities.

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

1. Front Office Department
2. House Keeping department
3. Food and Beverage Department
4. Marketing Department
5. Accounting Department
6. Security Department
7. Engineering Department
8. Personal department
The organization structure of a hotel is:

Source: Executive Office Hotel Sahid Jaya Solo
A.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 guest who will stay in the hotel. It is commercially and professionally organized.” (Sunyoto, Food and Beverage Service, 2007;1).

The Food and Beverages Department are divided into two divisions; they are Food and Beverage Product and Service.

a. Food and Beverage Product

The Food and Beverage Product division is a part of Food and Beverage Department in the hotel. The activity in Food and Beverage Production division into process are materials from the kitchen and pastry section to make food and beverage into the food and beverage that are ready consumed for the guests. It means that Food and Beverage product division is responsible for preparing and providing the food and beverage needed by the guests for breakfast, lunch or dinner in the hotel. It is divided into:

1. Kitchen Production

The roles of kitchen production is as division for preparing and supplying the product of Food and Beverage. This division has responsibilities in preparing the product of Food and Beverage, especially for main course, appetizer and soup. The activities in kitchen production are classified into some categories; they are Satellites Kitchen, and Pastry.
2. Pastry

Pastry is responsible for preparing dessert, for example ice cream, mini cake, and kinds of bread.

b. Food and Beverage Service

Food and Beverage Service is a part of activities in Food and Beverage Department whose role is preparing and servicing the food and beverage to the guest. It means that Food and Beverage Service is responsible for professionally serving the food and beverage in the hotel. It is divided into these sections.

1. Restaurant

It is a commercial business which provides service in servicing food and beverage to public and it is professionally managed. The parts of a restaurant for examples:

- Sekar Jagad Steak and Lounge.
- Coffee shop

2. Bar

3. Room Service

4. Banquet

In this report, the writer wants to describe Pastry Section which is under the Food and Beverage Department

The organization structure of Food and Beverage Department is as follow:
The Organization Structure of Food and Beverage Department

- GEENRAL MANAGER
  - F & B MANAGER
    - BAR & REST HEAD WAITER
      - BAR SUPERVISOR
        - BAR TENDER
          - BAR TENDER
          - BAR WAITRESS
          - CAFÉ CAPTAIN
          - ROOM CAPTAIN
        - ROOM ORDER TAKER
      - CAFÉ WAITRESS
        - BUSH BOY/ GIRL
        - BUSH BOY/ GIRL
      - RS WAITER
        - BUSH BOY/ GIRL
        - BUSH BOY/ GIRL
      - BANQUET WAITER
    - BANQUET CAPTAIN
      - CHIEF STEWARD
        - STEWARD SPV
        - STEWARD
        - APPRENTICE
      - COOK BAKERY
        - BAKERY HELPER
        - COOK HELPER
        - SECOND COOK
      - FIRS COOK
  - CHEF DE PARTIE
    - EXC. CHEF
    - PASTRY CHEF
  - F & B SECRETARY

- BAR & REST HEAD WAITER
B. Pastry

B.1 Definition of Pastry

According to Bartono (2005; 104), “Pastry is part of food and beverage division that has responsibilities for producing and providing bakery product, such as cake, ice cream, and dessert.

Organization Chart of Pastry Section

1. General Manager
2. Food and Beverage Manager
3. Executive Chef
4. Chef Pastry
5. First Cook Pastry
6. Second Cook Pastry
7. Trainee
From the organization chart above, the writer would like to describe the job of each position. They are;

a. General Manager (GM)

General Manager is the leader in a hotel who has responsibility for improving the hotel’s progress. Generally, the duties of a General Manager are;

1. Making Decision
   To decide every step that will be taken by the hotel management to solve the problems faced by the hotel.

2. Directing
   To give instruction and direction to the employers in doing their job in the hotel.

3. Coordinating
   To coordinate the employers duties, so that the employers can work well and smoothly

4. Controlling
   To control the employers work to reach the target planned by the hotel.

5. Improving
   To fix mistakes and the weakness faced by the hotel.

b. Food and Beverage Manager (FBM)

   The responsibilities of an FBM 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. Generally, the duties of Food and Beverage Manager (FBM) are;

1 Making Decision

   To decide every step that will be taken by the hotel management to solve the problems faced by the Food and Beverage Department, especially Food and Beverage Service.

2 Directing

   To give instruction and direction to the employers from Food and Beverage Service in doing their job, For example Bar Supervisor, Café Captain, and Room Captain.

3 Coordinating

   To coordinate the employers duties, so that the employers can work well and smoothly.

4 Controlling

   To control the employers work to reach the target planned by the Food and Beverage Department.

5 Improving

   To fix mistakes and the weakness faced by the Food and Beverage Department.
c. Executive Chef

Executive Chef is responsible for providing and processing the food materials to fulfill food ordered by guests to banquet or restaurant for breakfast, lunch and dinner.

d. Chef Pastry

The duties of a Chef Pastry are planning and controlling every job in pastry sections. A chef is responsible for preparing and making pastry product and also in counting the cost. The duties of a Chef pastry is ordering the groceries and materials and also controlling staff pastry in using the machine and the facilities in pastry.

e. First Cook Pastry

A First Cook Pastry is responsible for helping the Chef Pastry and organizing operational pastry.

f. Second Cook Pastry

A Second Cook Pastry is responsible for helping the Chef Pastry, First Cook and delegating the job trainee.

g. Trainee

The duties of a trainee in pastry section are to help the second cook pastry and to keep the cleanliness of pastry area. Generally, a trainee who gets training at the hotel is looks for knowledge and experience in there.
B.2 The Function of Pastry Section in Sahid Jaya Hotel Solo

Pastry section has function in preparing all kind of cake, snack and dessert for breakfast, lunch, dinner, coffee break and also for sale in patisseries. In a big hotel, pastry is divided into two sections, they are;

a. Pastry

   It has responsibility to make dessert, snack and cake

b. Bakery

   It has responsibility to make all kinds of bread

   But in Sahid Jaya Solo Hotel, Pastry and Bakery sections are handled by the same cooks, it means in the same section.

B.3 The Equipment of Pastry Section

Pastry uses many kinds of equipment. The equipment can be grouped into:

a. Storage Equipment

   Storage equipment are equipment which sizes are big and it uses to keep the material. The examples of storage equipment are: Mixing Bowl, Norm Tray, Flour Container etc.

b. Baking Equipment

   Baking equipment are equipment which are used to make many kinds of bread and cake, for example Flan Ring, Baking Tin, Tray, etc.

c. Decorating Equipment

   Decorating equipment are equipment which are used to make decoration for cake and bread, for example Pastry Cutting, Wheel, Piping bag etc.
d. Supporting Equipment

Supporting equipment are the ones which are used to support in making the cake and bread. The examples of Supporting Equipment are: Sauce pan, Skimmer, Cheese grater etc.

e. Measuring Equipment

Measuring equipment are the ones which are used to measure the material such as milk Jug, Ice cream scoop, etc.

f. Medium and Heavy Equipment

Medium and Heavy equipment are the ones used in making cake and bread for example Blender Scale, Pastry oven, Refrigerator, Dough mixer, Freezer etc.

B.4 The Materials of Pastry Section

The materials used by Pastry sections can be grouped as follows;

a. Groceries

Groceries are materials which cannot be eaten, for examples: Box, Cake Cup, Place Math, Plastic Roll, Cocktail Napkin etc.

b. Materials

Materials are the ones which can be eaten and it means the raw materials for cooking, for examples flour, sugar, salt, yeast, baking powder, cocoa powder, chocolate block, poppy seed etc.

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CHAPTER III

DISCUSSION

A. Company Profile of Sahid Jaya Solo Hotel

A.1 The Brief History of Sahid Jaya Solo Hotel

Sahid Jaya Solo Hotel was established in 1965. The first name of Sahid Jaya Solo Hotel was Sahid Sala Hotel. The owner of Sahid Jaya Solo Hotel 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 Solo Hotel, 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 was built by Mr. Sukamdani.

Finally, in July 8th, 1965 a hotel was established and was officially declared that Sahid Sala Hotel was the first hotel built by Mr. Sukamdani. Thirty years later in 1995, it was renovated and became Sahid Raya Solo Hotel as four star hotel. Then in June, 2007 Sahid Raya Solo Hotel had been changed its name into Sahid Jaya Solo Hotel, because its level is up. Sahid Jaya Solo Hotel is a five star hotel which has rooms up to 140 rooms.
A.2 The Facilities at Sahid Jaya Solo Hotel

Sahid Jaya Solo Hotel has complete facilities. With its slogan “Where Tradition, Culture & Service Merged”, Sahid Jaya Solo Hotel wants to give the best services for the guests. The combination of two different cultures between Javanese or traditional and modern culture has made Sahid Jaya Solo Hotel different from the other hotels in Solo.

The facilities of Sahid Jaya Solo Hotel are:

a. Room

Sahid Jaya Solo Hotel has 140 rooms which are spread from second floor up to eleventh floor. These rooms are divided into four categories and each of them has different prices and specification. The differences depend on the large of the room the bed size and the facilities in the room.

a.1 Superior (90 rooms)

This is the cheapest room in Sahid Jaya Solo Hotel. It consists of twin bed or two beds that each bed is only for one person.

a.2 Deluxe (20 rooms)

This kind of room is more expensive than Superior Room. It has one double bed (in queen size) or a big bed for two persons.
a.3 Executive Suit (23 rooms)

Such a room is more expensive than Superior and Deluxe Room. It consists of two rooms; namely bed room and living room. It has one double bed (in king size) for two persons, two bathrooms and also dining table in its living room.

a.4 Presidential Suite (1 Room)

This is the most expensive room in Sahid Jaya Solo Hotel. It has large space with several rooms inside, such as: a large bed room, living room, workroom, kitchen, two bathrooms and functional room.

b. Restaurant, Bar, and Room Service

b.1 Ratu Ratu Coffee Shop

This small restaurant provides many kinds of delicious food from Indonesian, European, American and Chinese food which are, cooked by professional chef. It is a 24 hours service which serves special menu each day.

b.2 Sekar Jagad PUB & Karaoke TV

This bar provides many kinds of beverages from the non alcoholic to the alcoholic beverage. The guests can relax their mind by enjoying the Karaoke and live music.

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b.3 Room Service,

It is ready 24 hours to serve the guests who want to eat in room.

List of the menu is available in each room. The guests can order the food to room service by phone.

c. Meeting and Conference

Sahid Jaya Solo Hotel has four multi purpose rooms. The guests can use it to hold meeting or other events. The name of the function rooms are:

c.1 Pedan Ball Room

Pedan Ball Room is the biggest multi purpose room in Sahid Jaya Solo Hotel. It is located in third floor. It is 18 meters x 18 meters x 15 meters, with capacity style as follows:

- Restaurant style, with capacity of 225 seats
- Class room style, with capacity of 225 seats
- Theatre style, with capacity of 400 seats
- Standing or Cocktail style, with capacity of 600 persons

c.2 Sukoharjo Room

Sukoharjo Room is located in the first floor, in the right side of lobby hotel. It is 21 meters x 11 meters x 3 meters, with capacity style, as follows:

- Restaurant style, with capacity of 120 seats
- Class Room style, with capacity of 130 seats
• Theatre style, with capacity of 200 seats
• Standing or Cocktail style, with capacity of 225 persons

c.3 Executive Lounge

This meeting room is located in ninth floor, with capacity style, as follows:

• Restaurant style, with capacity 40 seats
• Class Room style, with capacity 45 seats
• Standing or Cocktail style, with capacity 70 persons.

c.4 Carikan Function Room

Carikan Function Room is located in the second floor, with capacity for 10 persons.

d. Sport Facilities

Sahid Jaya Solo Hotel has two sport facilities, they are :

d.1 Gajah Mungkur Swimming Pool

Gajah Mungkur swimming pool is located in the right side of the hotel. It is opened for public from 6 am until 8 pm.

d.2 Fitness Center

Not only is the guest who stays in hotel who are allowed to use this facility, but it also opened for public by firstly being member of Sahid Jaya Solo Hotel fitness center.
e. Laundry and Dry Cleaning Service

Laundry and Dry Cleaning service in Sahid Jaya Solo Hotel is also opened for public. It will keep the customer's clothes clean and tidy.

f. Melati Hair and Beauty Salon

This facility is also opened for public. It is located in the first floor, in the right side of the lobby hotel.

g. SPA Treatment

The guests who want to relax can enjoy the massage treatment in Sahid Jaya Solo Hotel SPA treatment. It is located in the second floor. The guests can enjoy the body massage, face massage, body scrub and others.

h. Hot Spots

The guests who stay or hold meeting in Sahid Jaya Solo Hotel can also use the internet wireless connection in many hot spots in lobby hotel, Ratu Ratih Coffe Shop, Sekar Jagad PUB & Karaoke, and in all the meeting room.

i. Pastry Shop (Patisserie)

Many kinds of cakes and pastries which are cooked by professional chef are available in Pastry Shop. Pastry Shop is located in Ratu Ratih Coffee Shop.

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j. **Shopping Arcade Area**

Shopping Arcade area is located in the first floor. There are four outlets which located in the right side of the lobby. The outlets provided by Sahid Jaya Solo Hotel are:

1. Drug Store
2. Travel Agent
3. Money Exchange
4. Batik and Gift Shop

k. **Others Services**

- 140 Luxurious rooms and suits
- Flat TV, Mini Bar, IDD Telephone, Hair Dryer, Tea & Coffee Maker
- 24 hours Ratu Ratih Coffee Shop
- 24 hours room services
- 24 hours hotspot at lobby and function rooms
- Truntum Patisserie
- Sekar Jagad Steak & Lounge with karaoke LCD
- Pedan Ball Room
- Sukoharjo Function Room
- Sido mukti Meeting Room
- Sido Drajat Meeting Room
- Langenharjo Executive Lounge
- Gadjah Mungkur Swimming Pool
• Saras Fitness Center
• Non Smoking floor available
• Same day laundry & dry cleaning
• Shopping Arcade
• Safe deposit boxes
• Javanese Orchestra
• House Doctor & Baby Sitter upon request
• Taxi Counter
• Business Center, Beauty Salon, Drugstore
• Car parking

A.3 Sahid Jaya Groups in Indonesia

Hotels owned or operated by Sahid Hotels in the following cities are:

a. Hotel Sahid Jaya Solo
b. Hotel Sahid Jaya Jakarta
c. Istana Sahid Apartment
d. Hotel Sahid Jaya Lippo Cikarang
e. Hotel Sahid Jaya Makasar
f. Hotel Sahid Jaya Yogyakarta
g. Kusuma Sahid Prince Hotel
h. Hotel Sahid Surabaya
i. Hotel Sahid Raya Bali
j. Hotel Sahid Bandar Lampung
k. Hotel Sahid Toraja
l. Hotel Sahid Manado
m. Sahid Sengigi Beach Villas
n. Hotel Sahid Montana Malang
o. Griyadi Montana Malang
B. The Role of Pastry Section to The Other Division at Sahid Jaya Solo Hotel

B.1 The Role of Pastry Section at Sahid Jaya Solo Hotel

B.1.1 The Role of Pastry Section with Kitchen and Room Service Division at Sahid Jaya Solo Hotel.

In this report the writer wants to explain the role of pastry section to the other division at Sahid Jaya Solo Hotel, especially for kitchen and room service division. This role is explained based on the experience in doing job training for three months in pastry section at Sahid Jaya Solo Hotel. Generally, trainees at Sahid Jaya Solo hotel have roles as follows:

- Help the kitchen section to make dessert for breakfast, lunch and dinner.
- Prepare the snacks for coffee break to send for banquet division if events hold in the hotel.
- Check and supply the pastry products for menu at room service division, especially for breakfast and lunch in Ratu Ratih Coffee Shop.
- Read the log book (information of the duties board) if there is an event that should be handled.
- Help the pastry to handle the order, especially if events hold in the Hotel.
- Prepare the snacks for coffee break, if there is an event that needs snacks for meal.
- Send the products to Ratu Ratih Coffee Shop.
- Help pastry cook to prepare the products displayed in pastry shop.

B.1.2 The Pastry Products

a. Cake

Pastry section produces many kinds of cake. The cakes use sponge, butter and puft as base material.

a.1. Cake which uses sponge as the base material for examples:

1. Black Forest
2. Strawberry Cake
3. Cheese Cake
4. Mocca Cake
5. Rollade Cake
6. Chocolate Mouse Cake
7. Chocolate Cake
8. Tiramizu Cake
9. Cheese Chocolate Cake
10. Lapis Surabaya
a.2. Cake which uses butter as the base material for example:

1. Muffin
2. Butter cake
3. Pineapple up side and down Cake
4. Banana up side down Cake

a.3. Cake which uses puff as the material for example:

1. Chicken Puff
2. Beef Sausage puff
3. Sossis puff
4. Pisang gandrung

b. Hot Counter

This snack is usually fried and baked. It is delicious if served directly when it is still hot, for examples:

1. Apple Strunddel
2. Spring Roll
3. Vegetables Samosa
4. Risoles Beef Croquet
5. Fried Banana
6. Sosis Solo
7. Danish Pastry
8. Croisant
c. Pudding

Pudding is usually served as the dessert for dinner. It uses agar-agar as the base material and it is added with aroma, for examples:

1. Caramel Pudding
2. Pudding Pelangi
3. Pudding Gula Jawa
4. Pudding Chocolate
5. Pudding Fantasi
6. Pudding Aneka Rasa

d. Bread

These breads are made by Pastry for breakfast everyday:

1. Sweet Bread, with many kinds of its filling such as chicken ragout, green beans, peanut, cheese, banana, pineapple, chocolate, etc
2. White Bread or Plain Bread
3. Kinds of Brownies such as chocolate brownies and banana brownies.

e. Dessert

Dessert is usually served as the closing of meal for lunch and dinner, for examples;

1. Es Kopyor
2. Es Gempol Pleret
3. Es Dawet Telasih
4. Es Sarang Burung
5. Es Kelapa Muda
6. Kolak

B.2 The Responsibilities of Pastry Section at Sahid Jaya Solo Hotel

Pastry section in Sahid Jaya Solo Hotel is responsible for making all kind of cake, snack, and dessert for breakfast, lunch, dinner, coffee break and also for sale in Patisserie. The pastry’s products are not only consumed by the guests but also consumed by public, for example if there is outside catering order for wedding party, birthday party and etc. Pastry also receives the outside order for cakes. Black Forest Cake is the most famous cake because it is often ordered by people. It usually ordered for a birthday cake.

Pastry section is also responsible for keeping the standard recipes, standard taste, standard shape, and standard size for each product. It has to be done to keep the consumer's satisfaction, because to sell the products as much as they can is one of the Pastry section’s responsibilities.

These responsibilities have to be done by employee of Pastry Section. Pastry Section has one Chef Pastry and one Pastry Cook Helper. The strength of them is:

a. The Chef Pastry

The Chef Pastry is a smart and diligent person. He has 20 years experience in working at Sahid Jaya Solo Hotel and 15 years experienced in handling Pastry Section. He also has high sense of arts, so the products made
by him are interesting and eye catching. He is a discipline and a distinct leader. The entire job is done on time and the result is well done.

b. The First Cook Pastry

The First Cook Pastry is a smart and diligent person. Although he is only an hotelier high school graduate, he has a lot of experience in cooking all kind of bakery. He has 25 years experience in working at Sahid Jaya Solo Hotels. He also has high sense of arts, so the products made by him are interesting and eye catching.

c. The Second Cook Pastry

The Second Cook Pastry is a smart and he has 3 years experience in working at Sahid Jaya Solo Hotel.

B.3 The Problems Faced by Pastry Section

In doing the responsibilities, pastry sections faces many problems. These problems have made the pastry cooks cannot work well. The problems faced by pastry section are:

1. Limited Worker

Pastry has only two permanent employees. They have to do their responsibilities in limited energy. If there is a big event that has to be handled, the management will take one part time worker to help the cooks.

2. Lack of Supplies

Many kinds of materials cannot be supplied because of the expensive price and the materials are imported. Sometimes, the order materials from store are
used up, they have to wait until the day after. This problem makes them unable to cook the products.

3. Order products

The cooks must make order when the guests want the traditional snack such as Serabi Noto Suman, Lemper, Bikang Ambon, Getuk and other snacks. It happens because of the limited worker and limited ability in making the products.

B.4 The Solutions of The Problem Faced by Pastry Section

To get the best result, the problems faced by Pastry Sections have to be solved with the best solutions. The solutions proposed are:

1. Recruitments

Management must recruit additional worker to help the cook to cook the products.

2. Give training to the worker

Give more training to the cooks in making the traditional snack such as Lemper, bikang Ambon, Kue Lumpur, Getuk and other Indonesian sweets, so that the cooks do not have to order it in outside hotel.
CHAPTER IV

CONCLUSION AND SUGGESTION

A. Conclusion

Based on the discussion in the previous chapter, the writer concludes some important points. The points are:

1. The role of Pastry section to the other division

   1.1 The role of Pastry section with kitchen and room service are:
       - Help the pastry cooks
       - Help the kitchen section for to make dessert.
       - Prepare the snacks for coffee break to send banquet division.
       - Check and supply the pastry products at Ratu Ratih Coffee Shop.
       - Help the kitchen section to prepare the dessert if there is an event hold in hotel.

   1.2 The pastry products

       Pastry section at Sahid Jaya Solo Hotel has many kinds of product. Each product is divided into many kinds based on the base materials, the taste, the filling and the garnish.

2. The responsibilities, the strength and the weakness of Pastry section at Sahid Jaya Solo Hotel.

   2.1 The responsibilities of Pastry section at Sahid Jaya Solo Hotel

       The responsibilities of Pastry section at Sahid Jaya Hotel are for making and preparing cake, bread, snack and dessert. The Pastry products are for
breakfast, lunch, dinner, coffee break and also sale in Patisserie. The other responsibilities of Pastry section are for making the most delicious and interesting products and also selling the products as much as they can.

2.2 The strength of Pastry section at Sahid Jaya Solo Hotel

Pastry section has two experienced cooks. Each cook has their own characteristic that makes pastry section at Sahid Jaya Solo hotel still exist and the products are famous inside and outside of the hotel.

2.3 The problems faced by Pastry section at Sahid Jaya Solo Hotel are:

- Limited worker
- Lack of supplies

3. The solutions to solve the problems faced by Pastry at Sahid Jaya Solo Hotel are:

- Recruitment: To recruit more worker
- Give training to the worker

B. Suggestion

After having job training for three months at Sahid Jaya Solo Hotel, the writer would like to give some suggestions to:

1. The hotel management

The management should hold a meeting 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. These are all done in order to improve the hotel progress.
2. The Pastry section at Sahid Jaya Solo Hotel

Pastry section should make more creations for its product so that the guests are interested in tasting the Pastry products and they will not be bored with the products.