The Activities of Waiter and Waitress in Giving Services in Sekar Arum Restaurant in Agas International Hotel

FINAL PROJECT REPORT

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

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PREFACE

Great thanks for my lord Jesus Christ, for the blessing and guidance. Even though this final project report took a lot of time, energy and patience. I am very happy because I can complete it.

This final project report is entitled The Activities of Waiter and Waitress in Giving Services in Sekar Arum Restaurant in AGAS International Hotel. It is made as partial requirement on obtaining degrees in the English Diploma Program, faculty of letters and fine arts, Sebelas Maret University. This report discusses the things observed by the writer while doing job training in Sekar Arum Restaurant, Agas International Hotel.

It is impossible to finish this report without encouragement from both individual and institutions. On this occasion firstly, I would like to thank Diploma program and Agas International Hotel. Secondly, I would also thank Dra. Susilorini,MA, for guiding and helping me in finishing my final project report. Finally, I thank for my parents and all my best friends for giving me support and helping my works.

I realize that there is no perfect thing in the world, but I expect that this report can be useful for all of us.

Surakarta, January 2010

Daniel Kristianto
ABSTRACT


This report tells the detail information about the criteria of waiter and waitress in Sekar Arum Restaurant in AGAS International Hotel and the activities of waiter and waitress in giving services in Sekar Arum Restaurant.

The purposes of this report are to identify the sequence of service in Sekar Arum Restaurant and to describe the operational management in Sekar Arum Restaurant.

The data are collected from many different sources by observing the condition in Sekar Arum Restaurant and interviewing the staff there. Besides, the writer also practiced the service directly in Sekar Arum Restaurant for about 3 months.

The discussion of the data leads the writer to conclude that sequence of service is used in Sekar Arum Restaurant for service the customers. Sekar Arum Restaurant always tries to improve the quality of service to the customers. To make this comes true, Sekar Arum Restaurant has standard of services by waiter and waitress which involves two aspects. They are the quality of service, and the Criteria of good waiter and the waitress in Sekar Arum. By improving these aspects, Sekar Arum Restaurant hopes can provide the service to the customers as well as possible.
Motto

“nothing is impossible.”
Dedication

I would like to dedicate this final project to:

♥ My beloved Mom and

Dad, thanks for giving me

this opportunity

♥ My brother and Sister

♥ All of my friend
ACKNOWLEDGMENT

Firstly, I would like to present the enormous thanks to Jesus Christ for the blessing and guiding me during the writing of this final project as a partial fulfillment of the English Diploma Program in English Department, Faculty of Letters and Fine Arts, Sebelas Maret University.

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9. My brother,” Deni and David, and my sister “Diana.Lets do the better thing to your life.

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Finally, I wish my gratitude to all of my friends who have not mentioned here. I aware that this final project is far from perfect, thus I will be
opened for any critics or recommendation in order to improve my skill in writing.

Surakarta, February 2010

Daniel Kristianto
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CHAPTER I
INTRODUCTION

A. Background

Now days in Indonesia, business has been extending rapidly all over the country. It is proven by the existence of many companies with many kinds of business, especially as companies of hotel industry. There are many hotels industry which spread in this country. Hotel industry is one of the important element to support the tourism sector in Indonesia there are some department in hotel, they are: Front Office Department, Food and Beverage Department, marketing Department, House Keeping Department, Engineering Department, and Accounting Department

Restaurant is one of the parts in FB Department. There are many activities in the restaurant. One of the waiter and waitress’s activities is to serve the guest to make them satisfied. In the restaurant, they always meet the guest and must make conversation with them for service what the guest want and also have extra time and enjoy making conversation. The guest will be satisfied if the waiter and waitress give the best services

The writer is interested in doing job training in AGAS International Hotel because AGAS is a three star hotel. There are many hotels that exist in Solo. Because of that, the writer wants to know the strategy of AGAS International Hotel in dealing with competition with other hotels. The writer also wants to improve her communication and English skill through job training. Since Restaurant plays a major role for the hotel, the writer is encouraged to do more observation, the writer choose the activities of waiter and waitress in handling the customers in restaurant at AGAS International Hotel as the topic of the report. This project is entitled “THE ACTIVITIES OF WAITER AND WAITRESS IN GIVING SERVICES IN SEKAR ARUM RESTAURANT IN AGAS INTERNATIONAL HOTEL”.

B. Objectives
Based on the problem statement mentioned above, the objectives of this report are:

1. To describe the criteria of waiter and waitress in Sekar Arum Restaurant.
2. To identify the sequence of services of restaurant in Sekar Arum Restaurant.
3. To describe the activities of waiter and waitress in giving service in Sekar Arum.

C. Benefits

This report hopefully can give benefits to the writer, the reader, and the hotel itself, as the following.

1. For the writer
   a. Providing additional knowledge about restaurant management and sequence of service in AGAS International Hotel.
   b. Providing information about the activities waiter and waitress of AGAS International Hotel.

2. For the readers
   a. Providing additional knowledge of hotel field especially for the hotelier program students.
   b. Providing information about management services of restaurant in AGAS International Hotel.

3. For the Hotel
   a. As a consideration for the management in maximizing the quality of service of AGAS International Hotel.
b. As a consideration for the hotel enhance the understanding and skills of the restaurant management.

c. As an input for the hotel to improve the service quality in order to get the customers satisfaction.
CHAPTER II
LITERATURE REVIEW

A. Hotel

1. Definition of Hotel

The word hotel is not strange anymore for people now. Almost every people ever heard about it and know exactly what it is. In a general definition, hotel is a place to stay at night. But actually hotel is not just a place to stay. Hotel as an accommodation is completed by food and beverage service and others supporting facilities operating for 24 hours is a commercial service which keep improving its service quality to the guests.

According to AHMA (American Hotel and Motel Association) as cited by Sugiarto a hotel as an establishment whose primary business is providing lodging facilities for the general public such as food and beverage service room attendant service, laundering of linens and use of furniture and fixtures (2008:8).

2. Classification of Hotel

Hotel can be classified based on its plan type, number of rooms, and guest type.

Based on its plan type, hotels can be classified:

a. European Plan Hotel (EP)

   European plan hotel is hotel accommodation where charge is paid for room only.

b. Continental Plan Hotel (CP)

   Continental Plan Hotel is hotel accommodation where charge is paid for room including breakfast.

c. Modified American Plan Hotel (MAP)

   Modified American Plan Hotel is hotel accommodation in which room charge includes two meals, and where breakfast must be one of the accommodation.

d. Full American plan Hotel (FAP)
Full American plan Hotel is hotel accommodation in which room charge includes three meals, they are breakfast, lunch and dinner.

Based on the number of rooms, hotel can be classified into:

a. Small hotel
   Small hotel is a hotel which has 25 rooms or less.

b. Average hotel
   Average hotel is a hotel which has about 25 until 100 rooms.

c. Moderate hotel
   Moderate hotel is a hotel has about 100 until 300 rooms.

d. Large hotel
   Large hotel is a hotel which has room up to 300 rooms.

Based on the type of guest, there are the following type of hotels:

a. Family hotel
   Family hotel is a hotel which offers room and other facilities for family.

b. Business hotel
   Business hotel is a hotel which offers room and other facilities for business activities, almost of its guest are businessman.

c. Tourist hotel
   Tourist hotel is a hotel which offers room and other facilities for tourist. It is usually located near tourist spot.

d. Transit hotel
   Transit hotel is a hotel which offers room for traveler for transit only.

e. Convention hotel
   Convention hotel is a hotel which offers facilities and room for people who want to do and certain event such as meeting, weeding ceremony, party, etc.

3. Hotel Product
There are two kinds of hotel products.

a. Tangible products are all products that the guest can see directly and should pay to use them. Such as: guest room, food and beverages, laundry and dry cleaning, function room, sport and recreational facilities, entertainment, shop and offices, rental equipment, hired quality personnel, telephone and telex, and other facilities which can be offered highly.

b. Intangible Product

Intangible products are all products that cannot be seen directly but can be felt while paying for tangible products, such as: services from the employee, security, safety, sanitation, hygiene, cheerfulness, sense of beauty, comfort, etc.

B. Food and Beverage Department

1. Definition

Food and beverage department is a department in a hotel that has a duty to manage everything related to food and beverage. It serves all of the customers' needs regarding food. It also has a responsibility to provide meals for all employees. Food and beverage department also has an important role in attracting customers. By providing various delicious foods, it will attract customers to stay at the hotel or just enjoy the food at the restaurant of the hotel. Food can be a reason for someone to stay at any hotel because taste affects mind.

2. Division

Food and beverage department is divided into 2 sections as follows:

a. Food and beverage service

Food and beverage service is a division of the food and beverage department that has the duty to serve food and beverage to customers who come to the hotel restaurant directly, including those who want to enjoy the food in their room. Part of the food and beverage department are restaurants, pubs, coffee shops, bars, and pool shops. Hotel staff who work in the restaurant are waiters and waitresses.

b. Food and beverage product
Food and beverage product is a division of food and beverage department which processes food and beverage. The activities in kitchen are divided in two sections, they are:

1. Food and beverage preparation

   Food and beverage preparation is an activity in the food and beverage department related to preparation of food and beverages for customers. The activity includes ordering, finding, and keeping food stuff.

2. Food and beverage production

   The activity is to produce and to process food stuffs into the food that are ready to be consumed by customers. Therefore, food and beverage product is a part of F and B department that is responsible to produce many kinds of cakes such as tart, brownies, croissant, donnish, toast, etc.

C. Restaurant

1. Definition of Restaurant

   Restaurant may be defined as a place where the guest can eat and drink in a suitable atmosphere. In the following the writer would describe about some assumption about the definition of restaurant from restaurant experts.

   According to Prof. Vanco Christian, restaurant is one place that is managed by commercial purpose on the service consist of food and drink to the guest (Christian 1998:29 as cited from W.A. Marsum, 1999:9). Meanwhile, according to Brillat Savarin (a. lawyer and government who wrote the psychology of taste) restaurant allow people to eat when they want and how much they want, knowing in advance how much they would cost according to a degree of French resolution on 1786, the word restaurant was used to describe an eating house. Restaurant was an important consequence of the revolution and concurred with its aims in privilege of the wealthy who could afford to maintain a cook and well supplied kitchen.

2. Kind of Restaurant
Based on its kind, restaurant is divided in two:

a. Formal restaurant

It is an industry of food and beverage service in a hotel in which high class restaurant is managed commercially and is gave exclusive service, for example:

- Super club
- Main dining room
- Executive restaurant

b. Informal restaurant

It is an industry of food and beverage service in informal situation and of which facility is managed commercially by focusing on fast service to customers, for example:

- Café
- Coffee shop
- Lounge
- Fast food restaurant
- Pub
- Etc

3. Restaurant’s Service

There are four kinds of restaurant service based on the manner, they are as the following:

a. Table service

Table service is the way of serving food and beverage in the restaurant which use table. It means that the food is placed on the table then the waiter serve to the guest.

b. Counter Service
Counter service is the way of serving food and beverage in the restaurant which use high table.

c. Tray Service

Tray service is the way of serving food and beverages in the restaurant which use tray, there are two kinds of tray, long tray and round tray.

d. Self service

Self service is the way of serving food and beverages which all the food are readily place on the long table then the customer takes food and beverage by themselves. This often called as “Prasmanan” and usually is done a big event such as meeting, wedding ceremony, party, etc.

There are also 5 kinds of service based on its style. They are:

1. French Service

French service is kind of service where all of the food has been prepared in the kitchen, then it is taken on the oval plate and cooked in front of the guest by using guiridon. Finally, the food is moved on the plate and ready to serve.

2. American Service

American service is kind of service where all of the food are prepared and served on the plate completely and ready to serve to the guest from the right side, this is often called “ready plate service”.

3. English service

English service is kind of service where all the food are prepared on the table and serve by the host. This is often called “Family style”.

4. Buffet service
Buffet service is kind of service in which all of the food and beverages are taken on
the long table then the guest takes the food by themselves. This is often called “Self
service”

5. Russian service

Russian service is kind of service where all of the food are prepared and cooked in
the kitchen, then it is took on silver plate and shown to the guest first before served.
From both explanation above, we know that there are many kinds of restaurant
service especially restaurant in the hotel and each of the restaurant has their own
style.
CHAPTER III
DISCUSSION

A. Agas International Hotel

1. General Description of Agas International Hotel

Agas International Hotel at the first time was named as Agas Hotel. It was owned by PT. Arta Griya Awal sejahtera (PT. AGAS). This Hotel was established on January 20th, 1996. Under PT. AGAS management until 1998, On November 1998, PT Marantee Harapan Pelita Which is located in Jakarta took over Agas International Hotel. This company has some businesses. In Solo it has 2 Hotels, they are: Agas International Hotel and Dwi Agung Hotel Which is located in Adi sumarmo Air Port.Nowdays, Agas International Hotel is still under PT. Marantee Harapan Pelita Management and lead by Mr. Adi Sucipto as the general manager.

2. Location of Agas International Hotel

Agas International Hotel as a three-star hotel is located on Jln. Dr. Muwardi 44 Solo. It is close to Manahan sport complex of Solo and 10 minutes away from Adi Sumarmo airport. Agas International Hotel is ideal for the business traveler and family since the location is only 5 minutes from the shopping center, from the railway station and bus station, it only needs about 5 minutes too to arrive in Agas International Hotel.

3. Vision and Mission

Agas International Hotel has some vision and mission as the following:

a. Vision

Increasing and developing the company either the business and human resource in order to secure and to make the owner and the employees prosperous and also to assist the economy development of Indonesia and create an employment.

b. Mission
The missions of Agas International Hotel are:

- To be productive, to develop and to increase in every part of the department.
- To give the impressive and good atmosphere to all of the guests and employees in order to make the hotel a comfortable and enjoyable place for guests and employees.
- To serve the customers whatever the position of the employees.
- To participate in developing the human resource in tourism.

4. Department of Agas International Hotel

Agas International Hotel has some department to support the hotel operational such as the following:

a. Front office department

Front office department is a department which is placed in the front part of the hotel. It has a duty such as welcoming guest, selling rooms and giving the information to the guests.

b. House keeping department

House keeping department is a department which has a duty and responsibility to keep the hotel surrounding area clean, tidy and comfortable.

c. Food and beverage department

Food and beverage department is a department which has a duty to produce, serve and sell food and beverage to the customers.

d. Accounting department

Accounting department is department which has responsibility to keep all hotel transaction, as well as both of income and outcome of hotel and manage the financial of hotel.

e. Marketing and sales department

Marketing and sales department is a department which has a responsibility to promote the hotel facilities to the public with the goal to increase the sales income.
f. Engineering department

Engineering department is a department which has a responsibility to operate, repair and manage all hotel equipment both mechanical and electrical devices.

g. Personal department

Personal department is a department which control hotel personal management and build work relationship between employees and management. It also gives the guidance and leadership to the employees.

h. Security department

Security department is a department which has a duty and responsibility to keep the hotel area safe and comfortable for guests.

5. Facilities of Agas International Hotel

Agas International Hotel as a three-star hotel, has some facilities to support its existence as the following:

a. Rooms

Agas International Hotel has 66 rooms which consist of:

- 50 moderate rooms
- 12 superior rooms
- 3 deluxe rooms
- 1 suit rooms

b. Meeting and Conference Facility

There are two conference rooms of Agas International Hotel with several capacities for wedding party meeting, birthday party and other events. The conference are:

1) Turisari meeting room

Its size is about 11 x 18 meters with capacities and style as follows:

- Theatre style, with capacity of 180 people
- Class style, with capacity of 150 people
- Restaurant style, with capacity of 100 people
• “U” shape style, with capacity of 100 people

2) Mayangsari meeting room

It size about 7 x 12 meters with capacities and style as follow:

• Theatre style, with capacity of 100 people
• Class style, with capacity of 50 people
• Restaurant style, with capacity of 40 people
• “U” shape with capacity of 40 people

c. Restaurant and pub

Restaurant and bar which are in Agas International Hotel are:

1) Sekar Arum Restaurant

Sekar Arum Restaurant are located facing the main entrance near the lobby. It is opened to public 24 hours everyday with varieties of delicious food and beverages.

2) Melati Pub

Melati pub is located in front of Sekar Arum Restaurant and side by side with the swimming pool. This pub is opened everyday from 7.00 pm until 1.00 am and companied by live music. Melati pub offers alcohol and non alcohol beverages and snacks.

d. Sport facilities

Sport facilities in Agas International Hotel is Langen Harjo pool with warm water. It is located on the back side of hotel building. The size is about 20 x 10 meters and opened to public from 6.00 am to 9.00 pm. While swimming if you are hungry you can order food and beverage with economical price.

e. Business center

It is a place that is available for the customers who need to do their business like typing, browsing internet, chatting, send a fax, etc.
f. Laundry and Dry Cleaning

It serves laundry and dry cleaning service. Agas laundry and dry cleaning are opened from 7.00 am to 10.00 pm.

g. Gendhis and cake shop

It sells several cakes and pastry for wedding and birthday party with special taste from high quality ingredients and made by pastry cook of Agas International Hotel. The cakes are croissant, toast cheese cake, chocolate, banana cake, and many more.

h. Beauty par lour

It serves hair cutting, blow variation, cream bath, rebounding, make up and traditional or modern hair bund for ladies and gents. It is opened to public at 9.00 am to 10.00 pm.

i. Shopping Area

The area is located on the left side and the right side of the hotel entrance, and it includes drugstore, batik and gift shop, and voucher.

j. Massage

Professional massage can be booked to the room by dialing housekeeping department. It is opened at 6.00 pm to 11.00 pm.

k. Parking Area

There are two parking area in Agas International Hotel. One is in front of the hotel yard which is about 200 meters and the other is in the back side near the swimming pool. Both parking area can totally accommodate 30 cars and 60 motorcycles.

B. Sekar Arum Restaurant

1. About Sekar Arum Restaurant

Sekar Arum Restaurant is located in front part of Agas International Hotel near the reception desk. If the customers come, they would see directly the atmosphere of Sekar Arum Restaurant. The capacity is not so big, it is only for about 40 persons. When the customers visit Sekar Arum Restaurant at night, they could enjoy live music because
it faces to Melati Pub. Sekar Arum Restaurant offers continental and oriental food. It opens 24 hours everyday.

2. **The cooperation between Sekar Arum Restaurant with other departments in Agas International Hotel**
   a. A Kitchen
      Kitchen provides and process food and beverage that will be served to the customers.
   b. Stewarding
      Stewarding supplies all the clean meal and drink that is used in Sekar Arum Restaurant.
   c. Housekeeping
      Housekeeping supplies all the clean meal and table clothes. It also responsible for the cleanliness of Sekar Arum Restaurant Area.
   d. Store Room
      Store room always supplies food product such as sauce, salt, pepper, sugar, tea, straw milk, coffee, etc.
   e. Engineering
      If there is a technical problem or electrical problem in Sekar Arum Restaurant, staff from engineering will work to repair.
   f. Accounting
      Accounting controls all income and outcome of Sekar Arum Restaurant. For example accounting does all payments in store room.
   g. Reception
      Reception gives information to the café shop about the guest who is leaving the hotel, then the waiter or waitress will check mini bar in the hotel room.

      From the description above we know that in doing its operational, Sekar Arum Restaurant needs other department especially when there is an event.

3. **The Equipments in Sekar Arum Restaurant**
The equipment here means all of things that is used in Sekar Arum Restaurant including meal equipment and drink equipment. Restaurant in the hotel is different from usual restaurant out side the hotel. Tables in Sekar Arum Restaurant must be set before guest comes, and it is often called “table set-up”. Table set-up is the way of managing and placing meal equipments including other equipment such as table clothes, paper napkin, vase of flowers, pepper and salt shaker, astray and sugar bowl. The equipment that uses in Sekar Arum Restaurant are:

a. Linen

Linen is equipment made of fabric such as table cloth, napkins, glass towel, tray cloth and dust cloth.

b. China ware

China ware is fragile equipment made of ceramics, such as dinner plate, dessert plate, saucer, bread, and buffer plate, cereal bowl, sugar bowl, soup cup, tea or coffee pot, cream pitcher and egg stand.

c. Silver ware

Silver ware is meal equipment made of silver or stainless steel, such as diner and dessert knife dinner and dessert fork, dinner and dessert spoon, soup spoon, cake tong, ice tong, and tea spoon.

d. Glassware

Glassware is equipment made of glass or crystal, such as water goblet, juice glass, beer glass, high ball glass, cocktail glass, and collin glass.

e. Other equipment

Other equipments used in Sekar Arum Restaurant are astray, flower vase, salt and pepper shaker, toothpick, drinking straw, chopstick, coaster, and glass cover.

C. The Standard of Services in Sekar Arum Restaurant

Customers are the most important asset for Sekar Arum Restaurant, so Sekar Arum Restaurant always tries to provide services to customers as well as possible. In providing
service to the customers in Sekar Arum Restaurant has standard of service by improving 3 aspects as the following:

1. Sequence of service in Sekar Arum Restaurant

Actually Sekar Arum Restaurant does not belong to formal or informal restaurant but, it belongs to semi informal restaurant. Its service is almost the same with some other restaurants. The activities of waiter and waitress in giving service in Sekar Arum Restaurant must refer to the standard operational procedure that has been made by the company and it is called “the sequence of services”. Here are the sequence of service in Sekar Arum Restaurant:

   a. Welcoming and greeting the guest
   Restaurant or café that has been opened will be vain without guest presence. Therefore guest must be welcomed friendly and politely by greeting the guests before they enter the restaurant.

   b. Escorting and Sitting
   Escorting and sitting the guest to his/her seat after waiter and waitress welcome guest friendly then waiter or waitress must escort guest to his/her seat.

   c. Pouring water
   Pouring ice water into a glass which is prepared that means to quench guest thirst.

   d. Presenting menu
   Giving guest menu list so that the guest can choose food and drink which will be ordered.

   e. Taking the order
   Write down all the guest orders then try to repeat again to make sure what guest has ordered.

   f. Passing the order
Before waiter and waitress order food and drink to the kitchen, firstly waiter and waitress must report the order to cashier.

g. Changing the equipment
Changing the meal equipment which are needed in serving food and drink ordered by guest.

h. Serving the food
Serving the food to guest must follow the rules. In serving drink and bringing cutleries (knife, spoon and fork) the waiter and waitress must use round tray and in serving room service food, the waiter and waitress must use square tray and dish cover to keep the food and drink hygiene.

i. Presenting the bill
Bill can be given to guest after guest finishes his/her dish or wait until the guest request his/her bill.

j. Leaving the guest
After guest pays his/her bill waiter or waitress says “thank you” for the guest presence of visiting restaurant and let them to come back next time. Those are the sequence of service in Sekar Arum Restaurant that must be done in serving customers. The most important thing is that the waiter and waitress must give a nice smile to the customers and try to become charming people.

2. Service Quality

Service quality in the restaurant especially hotel restaurant is very important factor for attracting more customers. As what has been explained at the previous pages, Sekar Arum has a serving method which is called “sequence of service”. Waiter and waitress should serve all of customers in accordance with sequence of service.

Realizing the important of service, food and beverage manager always encourages all of waiter and waitress to improve the service. Management of the hotel also gives a direction to the waiter and waitress how to handle customers complaint.
The following are the standard operational procedure done by the waiter and waitress in Sekar Arum Restaurant for improving the service quality to attract customers:

- Approaching the guest who come to the restaurant as soon as possible while greeting them kindly.
- Standing by and always being ready to help the guest if the guest need something.
- Asking the guest about the food being served, whether it is delicious or not and providing need/order or not.
- Saying “thank you” to the guests for visiting the restaurant and asking them to come back another time.
- Giving a nice smile to all of the guest who come to the restaurant.

3. The criteria of waiter and waitress in Sekar arum Restaurant

Waiters and waitresses are the staffs of food and beverage department who meet the guest directly. They are directly related to the customers. When the guest come they have to welcome the guests and lead them to their seat. Even though it seems small and prevail the way to serve the guest is actually a very important factor. There can be some people who think that the most important is the food, but actually it is not correct. There is a statement that “a meal of good, well-cooked and beautifully presented, can be easily spoiled by a careless and sloppy waiter and waitress”. Because of this reason Sekar Arum Restaurant has some criteria that must be possessed by all of waiters and waitresses there.

The criteria are:

a. Having good personality and good manner

   The basic rule of good manners is not to make or cause something harmful or dangerous, for example smoking. Not all people like the smell of cigarette smoke. The coffee shop staff who work related to food and beverage which must keep the quality of its hygiene. Too much humor, more over pornographic one or getting someone’s personal should be thrown away.

b. Having communication ability
A waiter or waitress must speak nicely and politely and give good respect to guest comment, and speak to guest personally.

c. Having friendly and polite manner

Having good friendly and polite manner, it will make the job nicer. Having good friendship with captain, supervisor, other waiters or guests is a nice thing. But we have to know the position.

d. Willing to serve the guest

Willing to serve to listen to guests carefully and to accept guests suggestions and comment.

e. Having good appearance and performance

A waiter or waitress in Sekar Arum Restaurant must be a person who always keeps personal hygiene. And as a waiter and waitress who always deal with food and beverage and also interact with guest, waiter and waitress have to keep their hospitality and clean lines.

In encouraging their staffs, food and beverage manager always do briefing everyday. During the briefing the activities that have been done in the day are discussed and evaluated.

D. The activities of waiter and waitress in Sekar Arum Restaurant

One of the important parts in hotel is Food and Beverage Department. In order to increase the quality of the service, each waiter and waitress has their own activities and responsibilities. The activities and the responsibilities are divided into three part, they are before pre opening, during the operation time, and after operation time.

a. The activities of the waiter and waitress before pre-opening are:

1. Turning on the restaurant light for the waiter and waitress who come earlier.

2. Checking the table cover and their setting. If there is a equipment that is not complete, we have to complete it.

3. Completing the eating tools based on the prepared menu.
a. Ice water in the water pitcher
b. Tomato ketchup, chili sauce, and soya sauce
c. Toothpick in the right place
d. The clean astray
e. Dinner spoon, dinner fork, and dinner knife
f. Some kinds of tray
g. Dessert plate and B&B plate
h. Linen
i. Water goblet
j. Salt and paper shaker
k. Sugar bowl

b. The activities of waiter and waitress during the operation time are:

Waiter and waitress must handle the customers from entering to leaving the restaurant, such as:

1. Welcoming and greeting the guest
2. Receiving the guest and delivering them to the available place.
3. Giving the food and beverage list to the customers
4. Taking the order

To take the order, there are something that must be paid attention by waiter and waitress.

a. Standing at the light side of the guest and asking the guest “Are you ready to order sir/madam/miss?
b. Listening to the guest and write the order in the captain order
c. Writing the order clearly and systematically with numbering system.

5. Confirming the order
6. Placing the order and pick it up
7. Serving the order and clean it up
8. Giving the bill to the guest whenever they finish eating whenever they ask for the bill
9. Inviting the guest return
10. Saying “Thank you” to the guest

c. The activities of waiter and waitress after operation time are:
   1. Recording the “Daily sales report”
   2. Keeping the restaurant equipment clean and place in order.
   3. Writing the log book report
   4. Turn of all unnecessary light and air conditioner
A. Conclusion

Form the explanation in the discussion in the previous chapter, the writer drawn some conclusion about the activities of waiter and waitress of giving service in Sekar Arum Restaurant in Agas International Hotel. The conclusions are the following:

1. Sekar Arum Restaurant has some criteria to be possessed a waiter. The waiter and waitress trainee of Sekar Arum Restaurant have to try to give good image to the hotel. They must do the activities in there. The criterias are: having good personality and good manner, having communication ability, having friendly and polite manner, willing to serve the guest, and having good appearance and performance.

2. Sekar Arum Restaurant serves the guests based on the standard operational procedure of the hotel which is often called “the sequence of service”. The waiters and waitress have to serve the guest accordance to the procedure, started from welcoming and greeting the guest, then leading the guest to their seat, giving the ice water, presenting the menu and then serving the food until the last step leaving the guests. These steps have to be done by all the waiter and waitress in handling the guest in restaurant.

3. Basically, the waiters working in the restaurant have their own activities and responsibility based on their works. The waiter’s activities are divided into three parts that include the pre-opening, during operation time, and after operation

B. Suggestions

The writer has several suggestion for Sekar Arum Restaurant in Agas International to improve its service and operational managements, they are:

1. The manager should ask the waiter and waitress in Sekar Arum to give more attention to the guest and behave more kindly especially when the guest come. There are often many complaints from the customers about the services of Sekar Arum Restaurant.
2. Sekar Arum Restaurant should add more equipments to make it more complete especially cutleries such as knife, butter spreader, cocktail fork and teaspoon because they are very limited.

3. The table cloth in Sekar Arum Restaurant should be renewed, its color is dull and there are many small holes.

4. Before using guest napkin the waiter and waitress should check again whether it is clean or not because it often still dirty.

5. The manager should check the discipline all of the staff in Sekar Arum Restaurant.


