

**PASTRY DIVISION AT SAHID JAYA HOTEL
SURAKARTA: IT'S FUNCTION TO SEKAR JAGAD
AND RATU RATIH RESTAURANT**



FINAL PROJECT REPORT

Submitted as a Partial Requirement in Obtaining Degree in the English Diploma
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Final Project Report

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FUNCTION TO SEKAR JAGAD AND RATU RATIH RESTAURANT

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MOTTO

“Every problem has a solution”

DEDICATION

The final project is dedicated to:
My beloved Babe and mama
My beloved Brothers and Sisters
All of my friends

PREFACE

First of all, I would like to express my highest gratitude to Allah SWT, who has given me strength and everything to finish this final project. Also, I would like to thank to all people for giving me support, guidance, and spirit in finishing this final project entitled “Pastry Division at Sahid Jaya Hotel Surakarta: It’s Function to Sekar Jagad and Ratu Ratih Restaurant”.

In this final project report, I am interesting in discussing about the activity of Pastry Department and also the significance of Pastry Department to other Departments.

Finally, I realize that this final project report is far from being perfect. Therefore, I need suggestion from other parties to improve this report. I hope this final project report will be beneficial to the readers.

ACKNOWLEDGMENT

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- 10 Finally, I want to express my gratitude to all of people who have helped me during my study in English Diploma program.

Surakarta, 09 February 2010

Ita Puji Hastuti

ABSTRACT

ITA PUJI HASTUTI, 2009, PASTRY DIVISION AT SAHID JAYA HOTEL SURAKARTA: IT'S FUNCTION TO SEKAR JAGAD AND RATU RATHI RESTAURANT, English Diploma Program, Faculty of Letters and Fine Arts, Sebelas Maret University.

This final project is written based on my job training activities as a Trainee in Pastry Department in Sahid Jaya Hotel Surakarta. This final project report explores The Role of Pastry Department and the significance of Pastry Department to the other Departments at Sahid Jaya Hotel Surakarta.

Food and Beverage Department has many subdivisions are responsible to maintain each division duties. One of the divisions is Pastry, working under Food and Beverage Product Division (Kitchen). This Department is responsible to produce and provide bakery and desert products for the hotel. Pastry department has many roles to the other department and outlet. There were some problems found out during the training process in Pastry Department at Sahid Jaya Hotel Surakarta. The Problems are limited worker, broken device, lack supplies and order product.

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**PASTRY DIVISION AT SAHID JAYA HOTEL
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Food and Beverage Department has many subdivisions are responsible to maintain each division duties. One of the divisions is Pastry, working under Food and Beverage Product Division (Kitchen). This Department is responsible to produce and provide bakery and desert products for the hotel. Pastry department has many roles to the other department and outlet. There were some problems found out during the training process in Pastry Department at Sahid Jaya Hotel Surakarta. The Problems are limited worker, broken device, lack supplies and order product.

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CHAPTER I

INTRODUCTION

A. Background

Tourism is one of promising fields which provides many benefits for Indonesia. In order to increase the income, and to get many visitors, both government and investor try to improve the quality of Indonesian's tourism.

The tourism in Indonesia varies from nature tourism, culture tourism and also culinary tourism. One of the important components of tourism industry in Indonesia is hospitality. Hotel is one of the most important factors in tourism development. Hotel provides an accommodation service for the visitors who want to stay overnight or more. The event organizer of tourism also needs a place to prepare everything for tourism event and also they need the comfort place to take a rest.

The guest's satisfaction is the first priority for the hotel management. Hospitality and good service to the costumers will bring good image to the hotel management. These are how the hotel keeps the good reputation. If the guests get good service from the hotel management, automatically the guest will be loyal customer. Hotel is not only providing accommodation for tourist but also provides many facilities which support public activities. Several facilities provided by hotel are restaurant, ballroom, sport facilities and laundry.

Restaurant is provided by hotel to prepare and serves food and drink to customers. Meals are generally served and eaten on premises, but many restaurants also offer take-out and food delivery services.

Hotel also provides ballroom which can be used for many activities such as, presentation, meeting, wedding party or birthday party. There are three types of ballroom, small room, medium room and big boom. Ballroom has a special service, if there are foods and beverage served for the customers, the customers should pay for the food facility.

Sahid Jaya Solo is five-star hotel in solo. The guest satisfaction is priority of Sahid Jaya Hotel. To get the customers satisfaction, Sahid Jaya Hotel provide the best service to the guest. Sahid Jaya Hotel always improves their service and facility.

Every departments in the hotel has specific duty and responsibility. The main departments in Sahid Jaya Hotel Solo are Front Office Department, Housekeeping Department, Food and Beverage Department, HRD Department, Public Relation Department, Marketing Department and Accounting Department.

One of the important sections in hotel is Food and Beverage department. Food and Beverage Department has duties in producing, serving food and beverages to the guest in hotel. One of the sections in this department is pastry division. Pastry department is very big, whose job are serving the breakfast, coffee break, lunch, dinner and desert for the guest.

Pastry division has several outlets which support this division to sell the food, such as, restaurant, café, and room service. Pastry product also provides

food and beverage for ballroom special service can be additional income for hotel. Restaurant is the first priority to sell the pastry product.

The Ratu Ratih Restaurant is the popular onsite Restaurant of the Sahid Jaya Hotel in Solo City. 24 Hours Ratu Ratih Restaurant, serve popular local and continental cuisine, buffet breakfast, a la carte available. The popular Pub of Sahid Jaya Hotel is Sekar Jagad Pub. Sekar Jagad Pub provides tea, coffee, alcohol drink, hot stone steak and also karaoke Tv.

The first job of pastry department in Sahid Jaya Hotel Solo is to prepare all pastry products to need in ratu ratih restaurant and sekar jagad pub. The duty of department is to provide breakfast, lunch, dinner and to prepare bread, cake to sell for hotel guest in Sekar Jagad Pub. The connected pastry with ratu ratih restaurant is preparing all manner bread to breakfast. Almost 50% hotel income is coming from food and beverage and 20% from pastry department

By considering the important role of pastry division at a hotel and the functions of this division, the writer made a final project entitled **“Pastry Division at Sahid Jaya Hotel Surakarta: It’s Function to Sekar Jagad and Ratu Ratih Restaurant”**.

B. Objectives

The objectives of this final project are:

1. To describe the job description of Pastry chef in Sahid Jaya Hotel Solo.
2. To explain the function of pastry division to the Sekar Jagad Pub and Ratu Ratih Restaurant at Sahid Jaya Hotel Solo.

C. Benefit

The writer hopes this final project can give several benefits to the students of Diploma III English Department, the hotel, and the readers.

1. To the students of Diploma III English Department

Hopefully this final report will be a reference to make a report and can give an overview about hotelier.

2. To the hotel

Hopefully this final project could be an input to the hotel in order to increase the quality of service and always try to meet the guest's needs. This final project also could be one of a promotion media, because many people may read this final project and they can get information about the hotel and its facilities.

3. To the readers

Hopefully this final project will give much knowledge about pastry division in The Hotel and the readers will know the job description of pastry chef and the function of pastry division.

CHAPTER II

LITERATURE REVIEW

A. Definition of Hotel

According to (The Decrees of Minister of Tourism and Telecommunications No.KM 34/PW.103/MPPT-87) “Hotel is an accommodation using a part or a whole of building to provide lodging, food and beverage and other support services for the public commercially organized”. Hotel can also be defined as “a building which provides rooms for the guest to stay, food and beverage, and other facilities needed and professionally organized to gain a profit” **Agustinus Darsono(1992:1)** it can be said that, hotel provides an accommodation service for the visitors who want to stay overnight or more.

Hotel needs to improve their facilities and the quality of the service in order to get big profit and to face the competition between the hotels. Beside facilities and quality of the service, the improvement should include all of products in hotel. Hotels' product can be divided into two products that are:

1. *Tangible Product*

All products that guests can see directly and should pay to have them, such as: guest room, food and beverage, entertainment, laundry and dry cleaning, and other facilities.

2. *Intangible Product*

All products that customers cannot see directly but the customer can feel while they pay for tangible product, such as: services from the employee, security, safety, cheerfulness, and comfort. (Sunyoto, 2007:5)

Hotels' product is important because guests want to find the best product from the hotel whether it is tangible or intangible product. The improvement of hotels' facilities and the quality of service is important to attract customers. By increasing number of guest, hotel will get big profit.

B. Hotel Classification

Based on competition hotel can be classified into star and jasmine hotel. Star hotel offers complete facilities than jasmine hotel. The guests in star hotel will get more professional of services than jasmine hotel. Star hotel can be divided into five categories based on the quality of service and other facilities that are:

1. One star hotel

Hotels in this classification are likely to be small and independently owned, with family atmosphere. Services may be provided by the owner and family on an informal basis. There may be limited range of facilities and meals may be fairly simple. Some bedrooms may not have en-suite bath/ shower room.

2. Two star hotel

In this classification hotels will typically be small sized and offer more extensive facilities than at the one star level. Some business hotels

come into two star classification and guest can expect comfortable, well equipped, overnight accommodation and en-suite bath/ shower room.

3. *Three star hotel*

At this level, hotels support higher staffing levels and a significantly greater quality and range of facilities than at the lower star classifications. All bedrooms will have fully en suite bath and shower rooms and offer a good standard of comfort and equipment, such as a hair dryer, direct dial telephone, toiletries in the bathroom.

4. *Four star hotel*

Expectations at this level include a degree of luxury as well as quality in the furnishing, décor and equipment in every area of hotel. Bedrooms will also usually offer more space than at lower star levels and well designed. The en-suite bathrooms will have both bath and fixed shower.

5. *Five star hotel*

At this level guests can find spacious and luxurious accommodation throughout the hotel, matching the best international standards. Interior design should impress with its quality and attention to detail, comfort and elegance. (*Research department of the Caribbean Tourism Organization, 2002*)

Jasmine hotel can be divided into three categories based on the number of room that are:

1. *Jasmine hotel level one*

At this level, the minimum number of room is 5 rooms.

2. *Jasmine hotel level two*

Jasmine hotel level two minimum have 10 rooms.

3. *Jasmine hotel level three*

Jasmine hotel level three minimum have 15 rooms.

- Hotel classification based on the location, is divided into:

1. *City Hotel*

A large hotel which is located in a big city, it is usually in a down town.

2. *Cottage*

A small lodging which is located near a mountain. It is simple but it can be a comfortable lodging.

3. *Beach Hotel*

A big hotel which is located at the edge of the beach.

4. *Resort Hotel*

A hotel which is located near a tourism resort and it is usually separated from a crowded situation.

- Hotel classification based on the plan usage of hotel, is divided into four parts, those are:

1. *European Plan*

The cost that has to be paid by the guests is for the room rate only.

The advantages of using this hotel plan are: This system is not only commonly used in many hotels, but also is able to make the billings system become easier.

2. *American Plan*

A hotel plan system where the price includes the room rate and meals price.

An American Plan is divided into two parts, those are:

- *Full American Plan*, room rate includes meals three times a day (Breakfast, Lunch, Dinner).
- *Modified American Plan*, room rate includes meals twice, where one of the meals has to be breakfast.

3. *Continental Plan*

A plan system where the room rate includes a continental breakfast.

4. *Bermuda Plan*

A hotel plan system where the room rate includes once American breakfast.

Based on the definitions above, the writer concludes that a hotel is a kind of accommodation which provides lodging, food and beverage and other facilities for the public and organized commercially to get profit.

For operational activities a hotel has many Departments. The main departments of hotel are:

- a. Front office department
- b. House keeping department
- c. Food and Beverage Department
- d. Marketing Department
- e. Public Relation Department

Front office Department It is the most important department of the hotel. The main function of this department is to give warm welcome to the guest. It helps to create good image in front of the guest. This is the first department where guest comes in contact with. It generates the maximum revenue for the hotel as it sells room to the guests. This also includes sub departments like reservation, Bell desk, and Information desk. It also provides some facilities like concierge service to the guest.

House Keeping Department is responsible for cleaning and maintaining hotel premises which include public area, guest rooms, lobby, swimming pool area etc. Generally this department is not visible to the guest. It works for guest satisfaction through keeping the environment clean and hygiene. Horticulture is one of the most important features of housekeeping department which deals with different types of flower arrangement and maintaining the garden. This department works to give pleasant look of the hotel to the guest.

Food and Beverage Department is a department which serves food and beverage to the guest in a very attractive and pleasing manner, which creates good impression on the guest. there are several kind of food and beverage outlet like restaurants, Bars, Coffee shops, take away banquets etc. It is second most revenue producing department of the hotel by selling different types of food and beverage to the guest.

Marketing Department is Department which is handling the promotion of hotel facility for the public.

Public Relation Department is Department which is handling all information of the hotel for the guest. Start from Hotel facility, the tariff of hotel rooms and also special even of the hotel.

B 1. Definition of Food and Beverage Department

Food and Beverage Department is a big Department which becomes the second profit source to a hotel.

Food and Beverage Department is a part of hotel that manages and is responsible to the product and service of food, beverage and others to the guest who will stay in the hotel. it is commercially and professionally organized (*Sunyoto, Food and Beverage Service,2007:1*)

. This department is responsible to any kind of food and beverage service and product. This department is also responsible to make its products and service better and interesting to the guest, in order to attract the customers. It is a department which serves food and beverage to the guest in a very attractive and pleasing manner, which creates good impression on the guest. There are several kinds of food and beverage outlet like restaurants, Bars, Coffee shops, take away banquets etc. It is second most revenue producing department of the hotel by selling different types of food and beverage to the guest.

The division of Food and Beverage Department:

1. Main Kitchen

Main Kitchen is a section of Food and Beverage Department which is handling all Menus in the Hotel, Start from breakfast, lunch, dinner and also dessert for the hotel guest.

2. Outlet Kitchen

Outlet Kitchen is a section of Food and Beverage Department which is handling the special menu. For example Japanese food, Chinese food, Korean food etc.

3. Butcher

Butcher is a section of Food and Beverage Department which is handling the kind of meat in the hotel.

4. Cool Kitchen

Cool Kitchen a section of Food and Beverage Department which is handling Appetizer and dessert.

5. Pastry

One of the sections in Food and Beverage Department is pastry division. Pastry Division or Pattieseries is responsible in preparing breakfast, coffee break, lunch, dinner, dessert, snack, cake and bread for the guest in hotel.

C.PASTRY

C.I Definition of Pastry Division

One of the sections in Food and Beverage Department is pastry division. Pastry Division or Pattieseries is responsible in preparing breakfast, coffee break, lunch, dinner, dessert, snack, cake and bread for the guest in hotel. *Pastry is the*

name given to various kinds of dough made from ingredients such as flour, butter and eggs that are rolled out thinly and used as the base for baked good. Common pastry dishes include pies, tarts, and quiches. (Bo Fiberg, 2004).

In the Big Hotel Pastry are divided into 2 sections.

1. Pastry

It has responsibility to make dessert, snack and cake. In additional, pastry often handles a large number of deserts in many events, such as: Ice cream, Ebony and Ivory (Brownies with Ice cream), Pudding, etc.

2. Bakery

It has responsibility to make all kind of bread (Adjab Subagya, Pastry knowledge ,2001,H1).Bakery is an establishment which produces or/and sells bread, pies, pastries, cakes & cupcakes, biscuits, cookies, muffins, rolls, pretzels, doughnuts, and other baked goods prepared by bakers. Many retail bakeries are also cafés, serving coffee and tea to customers who wish to enjoy the freshly baked goods on the bakery's premises.

At first, pastry is commonly known as a baked goods made from dough flour, butter, and eggs, but for recent years pastry is also called as a place where bakery products is made. In hotel overview, pastry is a part of a hotel particularly kitchen which is responsible to produce bakery products and deserts.

The products of pastry can be divided into three classifications, they are:

1. Puff Pastry

Puff Pastry is an important meal in the western food. Dought is made with flour, water, and fat and is stretched to size rather than rolled.Puff pastry, also

called *pâte feuilletée*, or *pâte feuilletage*, is a dough, sometimes called a "water dough" or *détrempe*, which is spread with solid fat and repeatedly folded and rolled out.

2. Danish Pastry

Danish pastry is a modification of puff pastry. Danish, is a sweet pastry which has become a specialty of Denmark and the neighboring Scandinavian countries and is popular throughout the industrialized world, although the form it takes can differ significantly from Puff pastry

3. Cream Pastry

Cream Pastry is additional material of Puff pastry. Pastry cream is a staple in pastry kitchens, used to fill cakes, cream puffs, éclairs, Napoleons, tarts, and other pastries. It is rich, thick custard made from a mixture of milk, eggs, sugar, flour and cornstarch (a thickener) that is cooked on the stove. Vanilla beans, liqueurs, chocolate, coffee and fruit purees are some complementary flavorings added to pastry creams. If a lighter pastry cream is desired heavy whipping cream can be added.

Pastry division in a hotel is managed by Pastry chef and in the operational works; the Pastry chef is helped by Demi Pastry chef and Pastry cook. Pastry division generally starts the operational works producing and providing bakery products at 05.00 am until 10.00 pm.

CHAPTER III

PASTRY DEPARTMENT IN SAHID JAYA HOTEL SURAKARTA

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 Jaya 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 Solo Hotel as four star hotel. Then in June, 2007 Sahid Raya Hotel has 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 and completes facilities.

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 service for the guests. The combination of two different cultures between

Javanese traditional and modern culture have 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 be (in king size) for two persons, two bathrooms and also dining table in its living rooms.

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 lage bed room, living room, workroom, kitchen, two bathrooms and functional room.

b. Restaurant, Bar, and Room Service

b.1 Ratu Ratih 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 beverage from the non alcoholic to the alcoholic beverage. The guests can relax their mind by enjoying the Karaoke and live music.

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 225 seats
- Class room style, with capacity 225 seats

- Theatre style, with capacity 400 seats
- Standing or Cocktail style, with capacity 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 120 seats
- Class Room style, with capacity 130 seats
- Theatre style, with capacity 200 seats
- Standing or Cocktail style, with capacity 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 second floor, with capacity for 10 persons.

d. Sport Facilities

Sahid Jaya 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 the guest who stays in hotel who are allowed to use this facility, but it is also opened for public by firstly being a 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 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 Coffee 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.

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 guests can easily get their necessary in these outlets. The outlets provided by Sahid Jaya Solo Hotel are:

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

k. Other Services

- Express Check in and Check out
- Receptionist is ready 24 hours
- 24 hours reservation
- Color TV, Mini bar, IDD telephone, Hair Dryer, Tea & Coffee Making Facilities.
- Free Transportation to Airport and Railway Station
- Credit card accepted: Amex, Diners Club, Visa, Master and BCA
- Safe Deposit Boxes
- Javanese Orchestra
- Taxi counter
- House doctor & baby sitter upon request

- Business center
- Car parking area

A.3 Sahid Groups in Indonesia

Hotels owned or operated by Sahid Hotels are:

- a. Sahid Jaya Hotel Solo, which has 140 rooms
- b. Sahid Raya Hotel Jakarta, which has 844 rooms
- c. Sahid Kusuma Hotel Solo, which 142 rooms
- d. Sahid Kusuma Hotel Manado, which has 100 rooms
- e. Sahid Raya Hotel Yogyakarta, which has 135 rooms
- f. Sahid Raya Hotel Bali, which has 400 rooms
- g. Sahid Hotel Bandar Lampung, which has 98 rooms
- h. Sahid Hotel Manado, which has 50 rooms
- i. Sahid Hotel Toraja, which has 50 rooms
- j. Sahid Hotel Surabaya, which has 215 rooms
- k. Sahid Hotel Lippo Cikarang, which has 112 rooms
- l. Sahid Makassar Hotel Ujung Pandang, which has 220 rooms
- m. Sahid Hotel Lombok, which has 50 rooms
- n. Apartment Istana Sahid Jakarta, which has 150 rooms
- o. Sahid Legi Hotel Mataram, which has 100 rooms
- p. Sahid Hotel Medan, which has 50 rooms
- q. Sahid Hotel Pekanbaru, which has 150 rooms

B. The Description of Pastry Section at Sahid Jaya Solo Hotel

B.1 Job Descriptions of Pastry Section at Sahid Jaya Solo Hotel

B.1.1 Job Description of a Trainee Pastry at Sahid Jaya Solo Hotel

In this report, the writer wants to explain the job description of a trainee in pastry section at Sahid Jaya Solo Hotel. The job description is explained based on the experience in doing job training for three months in pastry section at Sahid Jaya Solo Hotel. Generally, trainee at Sahid Jaya Solo Hotel have duties as follows:

- Helping the pastry cook helper
- Keeping the cleanness of pastry area

Besides, the responsibilities above are divided into two shifts:

a. Morning Shift (7 am - 3 am)

The duties are:

- To help the pastry cook to prepare the products displayed in pastry shop.
- To help the pastry cook to handle the products based on the event order (Coffee Break I and Coffee Break II and Dessert for lunch).
- To help the cook helper to prepare the pastry dough

b. Evening Shift

The duties are:

- To help the pastry cook to handle the products based on the event order (Coffee Break III and Dessert for dinner)

- To help the cook helper to prepare bread for breakfast and snack for coffee break

In the morning shift, the task of the trainee should be:

1. Take the pastry key in the butcher kitchen (in the main kitchen)
2. Prepare the uniform (wearing the hat and apron)
3. Read the log book (information of the duties board) if there is an event that will be handled.
4. Start the work by keeping the cleanness of the area.
5. Prepare the snacks for coffee break I, if there is an event that needs snacks for the meal.
6. Cut the white bread or plain bread for breakfast and put it into the bread basket.
7. Prepare the pastry products (breads for breakfast) and put it into the bread basket.
8. Send the products to Ratu Ratih Coffee Shop.
9. Check and supply the pastry products for breakfast in Ratu Ratih Coffee Shop.
10. Clear up the products after breakfast from Ratu Ratih Coffee Shop.
11. Prepare to make the dessert for lunch in Ratu Ratih Coffee Shop and also for lunch in the meeting room if there is an event hold in the hotel.
12. Prepare the snacks for coffee break II.
13. Prepare the dessert for dinner.

14. Start to prepare the sweet dough, croissant dough and Danish dough also white bread dough for breakfast.

B.1.2 The Pastry Products

a. Cake

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

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

- a.1.1 Tiramizu
- a.1.2 Kirschkunchen
- a.1.3 Chocolate Mouse Cake
- a.1.4 Chocolate Gateu
- a.1.5 Black Forest
- a.1.6 Cheese Cake
- a.1.7 Peach Melba
- a.1.8 Strawberry Cake
- a.1.9 Mocca Cake
- a.1.10 Rollade Cake
- a.1.11 Chocolate Mirror
- a.1.12 Strawberry Mirror
- a.1.13 Lapis Surabaya

a.2. Cake which uses butter as the base material for examples:

- a.2.1 Muffin

a.2.2 Butter Cake

a.2.3 Pineapple up side and down Cake

a.2.4 Banana Up side down Cake

a.3. Cake which uses pull as the material for examples:

a.3.1 Chicken Puff

a.3.2 Beef Sausage Puff

b. Hot Counter

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

b.1 Apple Strudel

b.2 Spring Roll

b.3 Vegetables Samosa

b.4 Risoles

b.5 Beef Croquet

b.6 Fried Banana

b.7 Danish Pastry

b.8 Croisant

c. Pudding

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

c.1 Caramel Pudding

c.2 Palm Sugar Puding

c.3 Fantasy Pudding

c.4 Mixed Pudding

d. Bread

These breads are made by Pastry for breakfast everyday:

d.1 Sweet Bread, with many kinds of its filling such as chicken ragout, green beans, sweet corn, etc.

d.2 White Bread or Plain Bread.

d.3 Doughnut, with many kinds of garnish (topping) such as chocolate, cheese, peanut, etc.

e. Dessert

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

e.1 Es Kopyor is a beverage which is made of synthetic coconut mixed with simple syrup.

e.2 Es Gempol Pleret is a traditional beverage made of gempol, pleret (rice flour made into a ball served with coconut milk and palm sugar).

e.3 Es Dawet Telasih is a traditional beverage, rice flour cooked into special cylinder served with coconut milk, palm sugar and basil.

e.4 Es Kelapa Muda is a beverage made of soft coconut and simple syrup

e.5 Kolak is a traditional beverage, banana cooked with milk coconut and palm sugar.

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, and 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 Public 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 responsibility.

These responsibilities have to be done by the employers 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 at Sahid Jaya had 25 years experience in working at Sahid Jaya Solo Hotel and 15 years experienced in handling Pastry Section. He ever had done two job training in other big hotels in Jakarta to enrich his knowledge in pastry products. He is a discipline and a distinct leader. The entire job is done on time and the result is satisfying.

b. The Pastry Cook Helper

The pastry cook helper is an hotelier high school graduate, and he has 15 years experience in working at Sahid Jaya Solo Hotel. He also has high sense in arts, so the products made by him are interesting and eye catching.

The Role Activity of Pastry Section

Sahid Jaya Hotel has a several package such as, New Year Package, Birthday Package, Meeting Package, Table Manner Package and Wedding Package. Every Package at Sahid Jaya Hotel has a different menu and Pastry Section get a job to handle all kind of dessert in every package.

- New Year Package

In these event menus which are served by Pastry Section are Sweet Bread, Caramel Pudding and Fruit Cocktail.

- Birthday Package

In these event menus which are served by Pastry Section are Tart, Pudding and all kind of Snack.

- Table Manner Package

Sahid Jaya Hotel also provides Table Manner Course; in this event menu which often served are Mini Caramel Pudding, French bread and Fruit Cocktail.

- Wedding Package

In this event menu which are served by Pastry Section are Traditional Snack, Mandarin Cake, Tart for Wedding and Traditional Beverage

- Meeting Package

Sahid Jaya Hotel gets a job to handle minimum 15 events Package for one month. In this event menu which are served by Pastry Section are Traditional Snack, Pineapple Strudel, Fruit Cocktail, and the favorite menu at this event are serabi notosuman and sosis solo.

Beside event Package which has served, Sahid Jaya Hotel also have special menu that love by guest. This is es teler cake (combination between sponge cake, cream cassava and complement of es teler). This menu is innovation for introducing Indonesian menu in international world.

The Role of Pastry to the Banquet Event

Banquet is a service activity of special ceremony in the food service company. There is banquet section in Food and Beverage division which has responsible to maintain an event held in the hotel. Banquet section has function to prepare all the things to hold the event, including to confirm the food and beverage to the pastry staff. There are two kinds of food and beverage serving, they are Buffet serving and Ready on Plate. Buffet serving is a kind of service where the foods are served in the table and the guest can take the foods themselves. While, Ready on Plate is a kind of service where the foods are served on the plate directly to guest.

The Role of Food Product to the Sekar Jagad Pub and Ratu Ratih

Restaurant

Restaurant is the place where the guest can enjoy food and beverage in good atmosphere. Ratu Ratih Restaurant is a restaurant in Sahid Jaya Hotel which provides the best quality of menu and service to the guest. By variation of menus, Ratu Ratih Restaurant offers delicacy of food and beverage to the customers. This restaurant offers variation menus of Traditional Food and International Food. Some of delicious Pastry Product that can be found in this restaurant are: Croissant, Danish, pineapple strudel, pizza, spaghetti bolognese, strawberry mouse cake, tutty fruity cake, tiramisu cake, opera cake.

In order to make Ratu Ratih Restaurant successful there should be good cooperation between Pastry and Food Service. Pastry has important role to produce Cake, bread and dessert ordered by guests in restaurant. Pastry has responsible to prepare breakfast menu in restaurant everyday and the menus is served in buffet setting. The examples of breakfast menu in restaurant are: mini pizza, mexicano chocolate, mexicano coffee, tree masketir bread, black paper pizza, boat sausage bread, double virgin bread, krumpul bread, toash.

Beside Ratu Ratih Restaurant, Food Product also provides several menus especially snacks for Sekar Jagad Pub. The various of snacks that are produced by Pastry Department are : fried banana, boat sausage bread, double virgin bread, krumpul bread, mini pizza, mexicano bread, strawberry mouse cake, cheese cake, chocolate truffle one more cake.

B.3 The Problems Faced by Pastry Section

In doing the responsibilities, pastry section faces many problems. These problems have made the pastry cooks can not 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 personnel, it means 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. Broken devices

The production activities are obscured because of the broken devices. The broken devices are the important devices, for examples the air conditioner and freezer. They can not prepare the stock because of the broken freezer. The technician can not repair it because of the limited equipment.

3. Lack of supplies

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

4. Order products

The cooks must order when the guests want the traditional snack. It happens because of the limited worker and limited ability in producing the products. Serabi Notosuman has its original taste (serabi notosuman is traditional

food made of rice flour mixed with coconut milk and the shape is similar with pancake), so that the Pastry Cooks can not produce the same taste like the Serabi Notosuman one, so the cooks would rather order it than make it by themselves.

5. Distant relationship between the employers

The employers do not have the same point of view. That makes their relationship is bad.

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

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

1. Recruitments

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

2. Repair the devices

The broken devices must be repaired immediately, because it has an important role in producing the products.

3. Change the menu

If the materials are used up and the cooks can not cook the menu, they must think hard to create another menu.

4. Give training to the worker

Give more training to the cooks in making the traditional snack such as Lemper, Biskam, Kue Lumpur, getuk and other Indonesian sweets, so that the cooks do not have to order it from other pastry.

5. Keep the communication

The employers must keep their communication well. Make an intern meeting to share the problem and to solve the problem together. It can make the miscommunication between them are never happen.



CHAPTER IV

CONCLUSIONS AND SUGGESTION

A. Conclusions

A Pastry Chef (Patisserie) has some responsibilities to maintain and produce bakery goods and deserts. The Patisserie in Sahid Jaya Hotel Solo has to follow the hotel's house rules, for an example he / she has to follow the schedule which is scheduled by Human Resources Department. Pastry's employees schedule is divided into two shifts they are Morning Shift and Evening Shift. Besides, a pastry chef has to do some daily job list, those are:

- Checking the present list of his staff.
- Checking the material stock, especially Pastry's material.
- Checking today's menu and preparing the material for the menu.
- Checking the order from another outlet or division.
- Giving daily briefing.
- Making Store Room Requisition to fulfill the need of material for Pastry Department.
- Giving information about today's menu especially for bakery and desert products to Food and Beverage Service Department.
- Making a report, checking order and making an evaluation for today's work.
- Writing a report in Kitchen Log Book.

- Making bakery and desert products for daily breakfast, lunch and dinner.
- Menu planning, costing and ordering.
- Maintaining bakery and desert menu for weekly Food Promo.

Pastry Division plays an important role as the main snack and desert provider to the banquet event which held in the hotel. Banquet division should confirm and tell to the pastry division for any order of snack and its varieties, time for the serving, the serving style, and the number of the order. This is very important, because pastry's employees have to know the accurate information to prepare the menu. There are some snacks choices provided by the hotel for the banquet events, such as: Varieties of Cake, Chips item, Traditional Foods, and Varieties of Fried snack. While, for the desert choices the hotel offers: Es Dawet Ayu , Es Gempol Plered , Es Campur, Es Kopyor, and Pudding.

Ratu Ratih Restaurant is the only one restaurant in Sahid Jaya Hotel Solo, so it is very busy everyday. The restaurant has to provide various foods everyday for daily breakfast, lunch, and dinner. Beside providing Western and Eastern foods menu, the restaurant also provides some bread for the guests. Here, Pastry division has an important role to produce some breads to be displayed in the restaurant. Pastry is responsible to make guest's order to the restaurant or room service especially for bakery and desert products. Ratu Ratih Restaurant always holds a Food Promo to increase Food and Beverage selling and to introduce the special taste of

Ratu Ratih Restaurant menu. Pastry division has a responsibility to provide the desert, such as: Flan de Café, Longan Pudding Ice, Chocolate Roll Cake, Apple Pie, Apple Strudel, etc.

B. Suggestion

In this Final Project, I would like to give some suggestions to increase the service quality in Sahid Jaya Hotel Solo. The suggestion is as follows:

1. Pastry Division has to make new kinds of bakery products, such as producing new bread for breakfast or perform it in different style so the guests will not be bored with the same bakery products everyday. This strategy is also used to increase the Food and Beverage selling in the hotel.
2. A good coordination is a very crucial thing in a hotel, especially in Food and Beverage Department. The hotel should increase the coordination between Kitchen Department and Food and Beverage Service, because it looks like that less coordination between these two departments, such as a long cooking time or sudden serving preparation by the waiters/waitress.

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