

**THE CO-OPERATION BETWEEN BANQUET SECTION AND  
OTHER SECTIONS TO HANDLE EVENTS AT SAHID JAYA  
HOTEL SOLO**



**FINAL PROJECT**

**Submitted as a partial requirements to obtaining a degree  
In English Diploma Program Faculty of Letters and Fine Arts  
Sebelas Maret University**

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**ENGLISH DIPLOMA PROGRAM  
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S U R A K A R T A  
2010**

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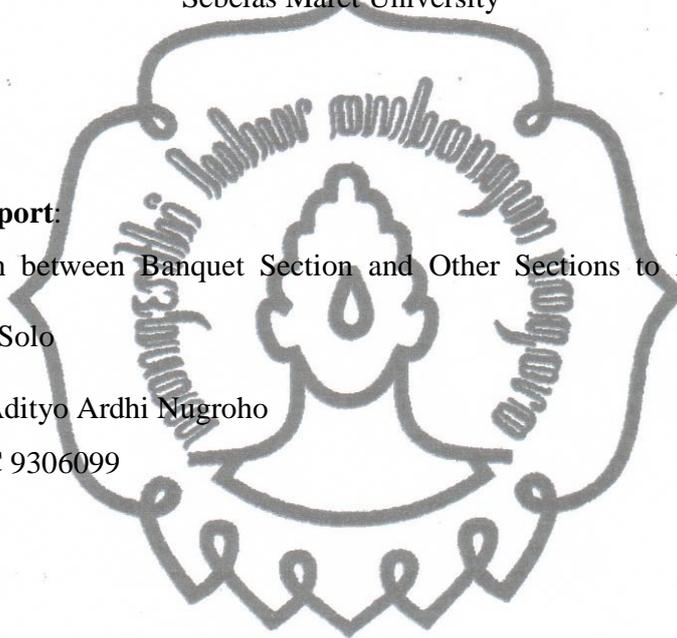
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**Final Project Report:**

The Co-operation between Banquet Section and Other Sections to Handle Events in  
Sahid Jaya Hotel Solo

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## PREFACE

In this special occasion, I would like to say the deepest thanks to Allah SWT who has given me power, spirit, and everything in finishing this Final Project and I would like to inform the readers that this Final Project entitled “The Co-operation between Banquet Section and Other Sections to Handle Events at Sahid Jaya Hotel Solo” contains detailed information about the job description of Banquet Section, the Co-operative the Banquet Section with other Sections to handle events at Sahid Jaya Hotel Solo. This Final Project is hoped to be useful for the readers who want to learn more about hotelier and I would like to express a grant expression of thank to everyone who gives their love, support and motivation during the process accomplishing this report. I realize that this Final Project is still far from being perfect, so I welcome some criticisms from the readers for the improvement of this Final Project.

Surakarta, February 2010

Adityo Ardhi Nugroho

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## MOTTO

- **GOD IS THE BEST PLACE FOR YOU TO SHARE EVERYTHING AND ASK EVERYTHING.**
- **GOD NEVER GIVES BURDEN MORE THAN THE ABILITY OF A PERSON.**
- **IT'S BETTER FOR YOU TO TRY THAN HAVE TO LOSE BEFORE TRYING.**
- **DON'T EVER THINK THAT GOD WAS UNFAIR, BECAUSE GOD KNOWS WHAT THE BEST FOR US.**

## ACKNOWLEDGMENT

First of all I would like to thanks to Allah SWT, for the charity and blessing given to me so this final project could be finished. I made this final project to fulfill the requirement to obtain Diploma degree in English Diploma of Letters and Fine Arts Faculty, Sebelas Maret University.

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5. My beloved parents.....Thank you so much for your patience, attention, love, and care you given to me, sorry if I often make you disappoint but actually I love you so much....and I still need your blessing to catch my dream in this life.
6. My beloved brother and sister....you make my life so colourful, even tough we're not always in one way but you are very mean for me.

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7. Pak Joko and Pak Fathoni as the Banquet Captain thanks for giving me some advice and information..Thanx a lot for my sweetest job training there.
8. My job training friends: Amin, Ahmad, Rahmad (keep your big mouth with any jokes), Yudi, Anis, etc.
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11. My Sweety heart, Febri "miaw-miaw".....thanks for your support, love, and your attention to me. You are everything in my life, Keep Solo Comfort!!!huha....(I will wait for our first kiss and Nyik-nyik....hehehehe...)
12. My friends wife: Asil and Mbak Desi (You are just ordinary woman because do not want to be my nyik-nyik partner....hehehehe again).
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14. My friends in English Diploma year 2006, especially class B....I will miss you all guys, thank you for being my friends.

15. Emo bands...Alesana, Alexisonfire, Amazing in Bed, Mew, Funeral for a Friend, Chiodos, The Red Jumpsuit apparatus, Atreyu, 30 Seconds to Mars, Paramore, Saosin, Sense Fail, The Used, Story of the year, Escape the Fate, etc....The Pain was so Great and Pop Radio (OST. My Father is Beni).

Surakarta, February 2010



Adityo Ardhi Nugroho

## ABSTRACT

**Adityo Ardhi Nugroho, 2010. The Co-operation between Banquet Section and Other Sections to Handle Event at Sahid Jaya Solo Hotel.** English Diploma Program of Letters and Fine Arts Faculty, Sebelas Maret University.

Hotel is one of crucial factors to the development of tourism field. So many ways are done to increase the facilities and services in the hotel to get customer's satisfaction. One of the efforts is maintaining Food and Beverage well to attract the guests. Food and Beverage Department has important responsibility to maintain food and beverage service and product. Food and Beverage Department has many subdivisions that responsible to maintain each division duties. One of the sections is Banquet, working under Food and Beverage Service. This Department is responsible to serve the guest in an event that is held in Hotel. Banquet has many functions to the other sections. This final project has purposes to find out the Co-operative between Banquet Section and Other Section to handle event in Sahid Jaya Hotel Solo and to describe the job description of Banquet Section.

Banquet Coordinator has responsibilities to coordinate and handle all things in arranging the banquet for the hotel's guest, while Banquet Captain has the responsibility to direct the waiter when handling events. Banquet Section also has a crucial relation with another section such as kitchen, pastry, housekeeping, stewarding, and engineering for handling event in hotel.

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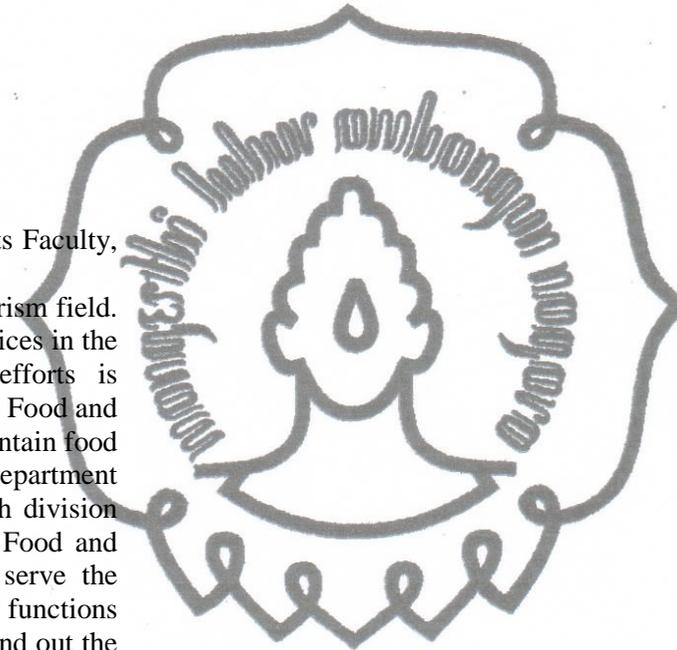
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**ABSTRACT**

2010. English Diploma Program of Letters and Fine Arts Faculty,  
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Hotel is one of crucial factors to the development of tourism field. So many ways are done to increase the facilities and services in the hotel to get customer's satisfaction. One of the efforts is maintaining Food and Beverage well to attract the guests. Food and Beverage Department has important responsibility to maintain food and beverage service and product. Food and Beverage Department has many subdivisions that responsible to maintain each division duties. One of the sections is Banquet, working under Food and Beverage Service. This Department is responsible to serve the guest in an event that is held in Hotel. Banquet has many functions to the other sections. This final project has purposes to find out the Co-operative between Banquet Section and Other Section to handle event in Sahid Jaya Hotel Solo and to describe the job description of Banquet Section.

Banquet Coordinator has responsibilities to coordinate and handle all things in arranging the banquet for the hotel's guest, while Banquet Captain has the responsibility to direct the waiter when handling events. Banquet Section also has a crucial relation with



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## CHAPTER I INTRODUCTION

### A. Background

One of the important components of the industry in Indonesia is Hospitality Industry. In term of accommodations, hotel plays an important role. Hotel which is an industry, offer lodging facility, food and beverage, and other services.

To get customer's satisfaction, a hotel has to provide the best service given to the guests. Hotel service is not only limited in the hotel facilities, rooms, and the comfort of the hotel but also including food and beverage which is provided by the hotel.

To do the job, hotel has several departments. They are: Front Office Department, Sales and Marketing department, Accounting Department, Food and Beverage Department, Human Resources Department, Housekeeping Department, Engineering Department, and Laundry Department.

Seen from the main function of hotel, the main product of hotel is lodging facility. Now, the function of hotel has changed. Consumers need more than just lodging facility. To give satisfaction to the consumers and to increase the hotel income, hotels try to improve the quality of their services. The hotels try to get more consumers in many ways. Banquet as an important part of Food and Beverage Department tries to give better services to consumers. Many persons, companies, organizations, department, institutions use banquet service. They use it to hold a meeting, seminar, conference, reunion, and other formal events. There

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are many reasons why they choose hotel as the place to hold an event. They choose hotel because of its strategic location, complete facility and for getting prestige.

Sahid Jaya Hotel Solo as one of the oldest hotels in Solo makes banquet as one priority services. The banquet service at Sahid Jaya Hotel Solo can arrange several events from small meeting, seminar, until a large and luxurious wedding ceremony. Sahid Jaya Hotel Solo also provides several packages for people who want to hold an event in the hotel. The writer is interested in discussing and describing the banquet service at Sahid Jaya Hotel Solo because Banquet Service is a part of Food and Beverage Department that becomes one of the main resources of hotel income besides the lodging service. Therefore, the final project is entitled “The Co-operation between Banquet Section and Other Sections at Sahid Jaya Hotel Solo”.

## **B. Objectives**

The Objective of final project is to describe the Co-operation between Banquet Section and the other sections 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. The benefits are:

1. To the students of Diploma III English Department

The writer hopes this final report will be a reference to make a report and can give an overview about Hotel Industry. Besides, the writer hopes this final project could give description about the employees of a hotel work, so it can be an additional knowledge to the students to prepare them to face the job field.

2. To Sahid Jaya Hotel Solo

The writer hopes this final project could be an input to the hotel in order to increase their service and 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 then know about the hotel and its facilities.

3. To the readers

The writer hopes this final project will give much knowledge about the hotel industry, particularly Sahid Jaya Hotel Solo especially the Banquet Service. Finally, the report can also be used as references in writing the similar project.



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## CHAPTER II

### LITERATURE REVIEW

#### A. Hotel

Hotel is an accommodation which provides room, food and beverage and other facility to the guests.

Grolier Electronic Publishing Inc (1995) states:

*“Hotel is a commercial institution which provides lodging, food and beverage and other facilities to the public”.*

Indonesian’s government states a statement limiting the criteria of a hotel in Indonesia as follows:

*“Hotel is an accommodation using a part or a whole of building to provides lodging, food and beverage and other support services for the public commercially organized” (SK Menparpostel No. KM 37/PW.340/MPPT-86).*

*“Hotel is an establishment where food and lodging are regularly furnished to transients and which has: (1) a resident proprietor or manager; (2) a dining room serving the general public at tables and having facilities for seating at least 30 guests at one time; and (3) guest rooms in the following minimum numbers: in first class cities, 50; in second class cities, 25; in all other cities, 10”.*<http://www.epi.umn.edu/alcohol/local/defntins.shtm>.

## B. Hotel Classification

The star classification system is a common one for rating hotels. Higher star ratings indicate more luxury. The criteria are divided into five categories, 1,2,3,4 and 5 stars. The classification is solely based on factors which can be objectively measured, regarding offered service, public areas and the interior of the rooms. The hotel classification issued by government rules, Deparpostel and made by Dirjen Pariwisata SK: Kep-22/U/VI/78 is:

a. One star Hotel

The hotel has at least 15 rooms. Each room has inner bathroom. The size of room is about 20m

b. Two Star

The hotel has at least 20 rooms. Each room has inner bathroom. The size of room is about 24m

c. Three Star Hotel

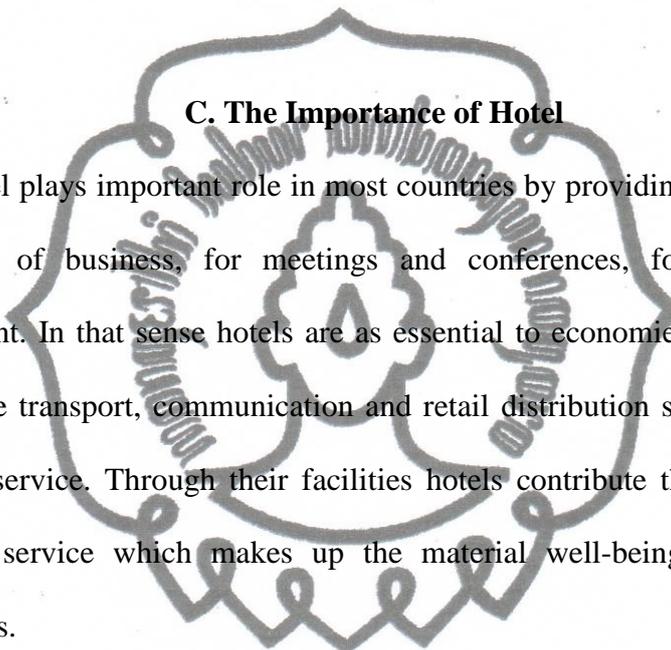
The Hotel has at least 30 rooms. Each has inner bathroom. The size of room is about 24m. This hotel has 2 suite rooms and the size of the room is about 48m.

d. Four Star Hotel

The hotel has at least 50 rooms. Each room has inner bathroom. The size of room is about 24m,

e. Five Star Hotel

The hotel has at least 100 rooms. Each room has inner bathroom. The size of room is about 20m. This hotel has 4 suite rooms and the size of the room is about 52m.



### C. The Importance of Hotel

Hotel plays important role in most countries by providing facilities for the transactions of business, for meetings and conferences, for recreation and entertainment. In that sense hotels are as essential to economies and societies as are adequate transport, communication and retail distribution system for various goods and service. Through their facilities hotels contribute the total output of goods and service which makes up the material well-being of nations and communities.

In many areas, hotels are important attraction for visitors who bring to them spending power and who tend to spend at a higher rate than they do when they are not home. Through visitor spending hotels thus often contribute significantly to local economies both directly and indirectly through the subsequent diffusion of the visitor expenditure to other recipients in the community.

In areas receiving foreign visitors, hotels are often important foreign currency earners and in this way many contribute significantly to the countries balance of payment. It may be one of the few sources of foreign currency

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earnings. Hotels are important employers of labor. Thousand of jobs are provided by hotels in many occupations that make up the hotel industries in most countries: many others in the industry are self-employed and proprietors of smaller hotels

Hotels are also important outlets for the products of other industries. In the building and modernization of hotels business is provided for the construction industry are related trades. Equipment, furniture and furnishings are supplied to hotels by a wide range of manufactures. Food, drink, and other consumables are among the most significant daily hotel purchases from farmers, fisherman, food and drink supplies, and from gas, electricity, and water companies.

At last but not least, hotels are important sources of amenities for local residents. Their restaurants, bars, and others facilities often attract much local custom and many hotels have become social centers of their communities.

## **D. Banquet**

### **1. Definition of Banquet**

The hospitality industry banquet has responsibility in holding events in hotel whether indoor and outdoor. There are several definitions of banquet.

According to Marsum (1993:3).

*“Banquet is a service for meeting (special event) or a service for an event of a company which is separated from restaurant service and grill room in generally”.*

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*“Banquet is a large public meal or feast, complete with main courses and desserts. It usually serves a purpose, such as a charitable gathering, a ceremony, or a celebration, often preceded or followed by Speeches in honor of someone”.* (<http://en.wikipedia.org/wiki/Banquet>)

In conclusion, banquet is a department of a hotel which is responsible to hold and organize an event which is requested by the guests and usually it is used to hold an event where a lot of people come to the event.

There are two kinds of banquet event, i.e.:

1. Formal meals

Such as lunch, meeting, conference, and state banquet event.

2. Buffet reception

Such as cocktail party, wedding party, birthday party, etc.

Banquet division is led by a Banquet Manager which is responsible to supervise the works of its division, and manage the events held in the hotel which is used banquet facilities.

## 2. The Facilities of Banquet

The Standard facilities provided by hotel banquet service are:

- a. Banquet hall or the meeting room
- b. Decoration, stage, reception desk, seats
- c. Sound system
- d. Food and Beverage
- e. Security
- f. Free room

## 3. The importance of Banquet

Today they do not only need lodging facilities but also other facilities such as place for meeting, exhibition, wedding, etc. Of course it influences the other facilities of the hotel such as bar, restaurant, or entertainment. As part Food and Beverage department, Banquet service has several functions. One of the functions is handling events held in hotel. Banquet service is also important to increase the income of the hotel. Therefore, banquet service has major impact on the hotel operation cost.

## CHAPTER III

### DISCUSSION

#### A. Short History of Sahid Jaya Hotel

##### 1. The Historical Background of Sahid Jaya Hotel

Sahid Jaya Hotel Solo was the oldest hotel in Solo and the first Sahid that was built. The founders as well as owner of Sahid Jaya Solo Hotel were Mr. Dr. H. Sukamdani S. Gitosardjono and Mrs. Juliah Sukamdani. At the first time the hotel was built, the company was having business in printing and publishing field named PT. Sahid and Co and officially opened on January 13<sup>th</sup>, 1960. A couple of years later, they established CV. Masyarakat Baru which had business in the same field and changed the name to PT. TEMA BARU on October 7<sup>th</sup>, 1963.

As a businessman who was active in printing house and publication, Mr. Dr. H. Sukamdani S. Gitosardjono who is also a member of “Board of Central Organizers of joined Companies”, often traveled around Indonesia. In 1991 after Mr. Dr. H. Sukamdani S. Gitosardjono returned from Medan, he thought to build a new business moving in accommodation field. It would be useful because of the Indonesian background. Indonesia has attractive natural resources and rich of various cultures. Finally, in 1963, he decided to build his first hotel named Sahid Sala and he held the General Manager at that time. The name of Sahid comes from his father’s name, Sahid Gitosardjono. The establishment of the Hotel was legitimated on July 8<sup>th</sup>. 1965. In 1995, the hotel was renovated to improve the

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services and the facilities and the name was changed into Sahid Raya Hotel Solo with Four-star hotel label. In its 42<sup>nd</sup> year's anniversary, Sahid Raya Solo, got the Label of five-star hotel since July 2007 and became one of the five-star hotels in Solo. Finally, the name Sahid Raya Solo was changed to Sahid Jaya Solo.

## **2. The Location of Sahid Jaya Hotel Solo**

Sahid Jaya Hotel Solo is located at Jl. Gajah Mada No. 82 Solo, the heart of Surakarta city in Central Java, Indonesia. It has a good access to some business and shopping centers and some tourist spots. It makes the hotel the first choice of businessmen and tourist. It only takes about 20 minutes to go to Adisumarmo International Airport, 3 minutes to Balapan Railway Station, and only 5 minutes to Tirtonadi Station. If the guest wants to refresh their mind or go shopping, they can go to some tourist objects in Solo. It only takes 10 minutes to Kasunanan Palace and 10 minutes to Klewer traditional batik market. It is only 400 meters from Mangkunegaran, 1 km from Triwindu antique market, and 40 km away from Tawangmangu and Lawu Mountain.

## **3. The Facilities in Sahid Jaya Hotel Solo**

### **a. Rooms**

Sahid Jaya Hotel Solo consists of 11 floors and it has 140 large and comfortable rooms. It consists of 96 superior rooms (Rp.490.000,-++), 20 deluxe rooms (Rp.690.00,-++), 23 executive suite rooms (Rp.990.000,-++), one presidential suite room (Rp.3.900.000,-++).

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## **b. Meeting Rooms**

Sahid Jaya Hotel Solo has four meeting rooms. They are Sukoharjo room, Pedan ballroom, Langenharjo executive lounge, and Carikan.

## **c. Food and Beverage Facilities**

The Facilities of Food and Beverage are:

### **1) Ratu Ratih Coffeshop**

The restaurant is open for 24 hours, ready to serve the guest at any time. It is on the first floor near entrance. It makes Ratu Ratih coffeshop have good view its garden and decoration.

### **2) Patisserie**

Sahid Jaya Hotel Solo Bakery and Pastry shop created various cake and Pastry such as Black Forest, Cheese Cake, Chocolate Mouse Cake, Tiramisu Cake, Blue Berry cake, etc.

### **3) Sekar Jagad PUB and Karaoke**

Sekar Jagad PUB is located on the first floor near lobby and the front office. It is open from 06.00 PM until 09.00 PM. Sekar Jagad PUB presents Karaoke TV. From 09.00 PM until 00.00 AM it presents live music. Every Friday night Sekar Jagad PUB has Koes Plus nite where the guest can enjoy the music from the band with the real arrangement of all Koes Plus songs. It is the greatest rendezvous place for executive to get relaxed.

### **4) 24 hour room service**

It is ready along the day for the guest if they need something

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#### **d. Other Facilities**

- 1) **Saras Fitness Center and Gajah Mungkur swimming Pool.** Both of them are open from 06.00 AM until 08.00 PM.
- 2) **Laundry and Dry Cleaning (One Day Service).** The Hotel gives special 20% discount on Sunday for bed cover, bed pad, draperies, and vitrage. It is open from 06.00 AM until 04.00 PM.
- 3) **Gaya Spa Treatment Ala Carte SPA;** Body massage, Face massage, body scrub, hand & foot massage, Luxury milk bath, and aromatherapy.
- 4) **Shopping Arcades.** It sells souvenirs, silver jewelry, batik, leather stuffs in economic price.
- 5) **Sahid Gema Wisata Tour and Travel** is located on the ground floor. It sells airplane ticket from Garuda, Sriwijaya, Merpati, Air Asia and Lion Air.
- 6) **Safe Deposit boxes** are provided to the guests who want to keep their valuable things. The guests do not need to pay to use these facilities.
- 7) **Hot spot** are available in the lobby, Ratu ratih coffee shop, Sekar Jagad Pub and the meeting rooms.

#### **4. Banquet Room of Sahid Jaya Hotel Solo**

##### **a. Pedan Ballroom.**

It is the largest room in Sahid Jaya Hotel Solo. It is located on the third floor. With dimension of 21 m x 11m x 2,75 m, this room can accommodate 130 people using Classroom style, 200 people using Theatre style, 120 people using Restaurant style, and 225 people using Cocktail style.

##### **b. Sukoharjo Function Room.**

It is the second largest room in Sahid Jaya Hotel Solo. It is located on the first floor. With dimension of 18 m x 18m x 18 m, this room can accommodate 225 people using Classroom style, 400 people using Theatre style, 225 people using Restaurant style, and 600 people using Cocktail style.

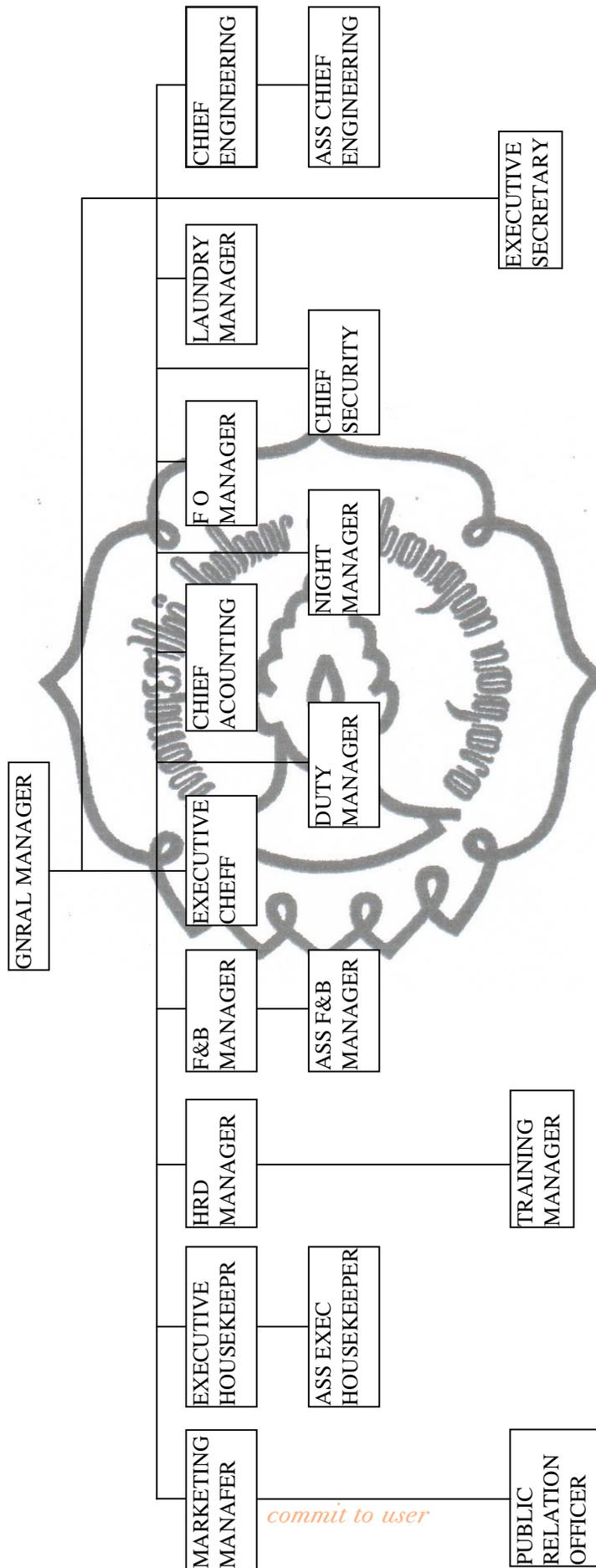
##### **c. Langenharjo Executive Lounge.**

It is the third largest meeting room in Sahid Jaya Hotel Solo. It is located on the ninth floor. It can accommodate 45 people using Classroom style, 60 people using Theatre style, 40 people using Restaurant style, and 70 people using Cocktail style.

##### **d. Carikan.**

It is two small meeting rooms located on the second floor and third floor. Each of them can accommodate 20 people using Theatre style.

5. The Organization Chart of Sahid Jaya Hotel Solo



## **B. Job Description of Banquet Section at Sahid Jaya Hotel Solo**

### **1. Food and Beverage Manager (FBM)**

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

### **2. Food and Beverage Assistant Manager**

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

### **3. Banquet Coordinator**

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

### **4. Banquet Captain**

Banquet Captain has the responsibility to direct the waiter when handling events. Banquet Captain also recognized as supervisor. He also serves the guest in special action, such as: taking and ordering guest's order, wine service. Banquet Captain also arranges the style of the venue that are provided by Banquet Section at Sahid Jaya Hotel Solo; Theater Style, Classroom Style, and Restaurant Style. Banquet Captain has full responsibility from the beginning of events until the end of the events.

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## 5. Waiter/Waitress

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

## 6. Trainee

Trainees at Sahid Jaya Solo Hotel have duties as follows:

- a. Helping the Waiter/Waitress in doing their duty.
- b. Keeping the cleanness of banquet area, such as: Banquet office, Banquet store, and Banquet Tools.

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

- a. Morning Shift (7am – 3 pm)
- b. Evening Shift (3 pm – 11 am)
- c. Night Shift (11pm – 7 am)

Trainees at Sahid Jaya Hotel Solo, especially in Banquet Section only work at morning shift and evening shift.

### **C. The Co-operation between Banquet Section and Other Sections to Handle Events at Sahid Jaya Hotel Solo**

In doing the duties, Banquet Section have relations with other sections such as Kitchen Section, Pastry Section, Stewarding Section, Housekeeping Section, Engineering. These relations have made the Banquet Section work easily and optimally.

#### **1. Kitchen Section**

Banquet events include meeting, seminar, workshop, and training need a foods and beverages that are produced and cooked by kitchen section. Kitchen has important functions as the majoring of producing food and beverage product and as supplier of foods and beverage when the hotel has banquet event. Kitchen section has important relation with banquet section because the guest who joins to event in hotel needs to eat food and beverages that produced by kitchen section.

For the banquet event, Kitchen and Pastry section has more responsibilities. They are:

- a. Kitchen and Pastry section are responsible to receive the guest complaint about the taste of food.
- b. Refill all of food and beverage at the banquet event.
- c. Make the guest satisfy about the taste quality of foods and beverages by cooking and preparing the materials are very well.
- d. Convince to kitchen staff being on time when cooking and serving the food.

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Kitchen also has duties to set menu for the banquet event such as:

*Breakfast, Lunch, and Dinner.*

**a. Breakfast (7 am – 9 am)**

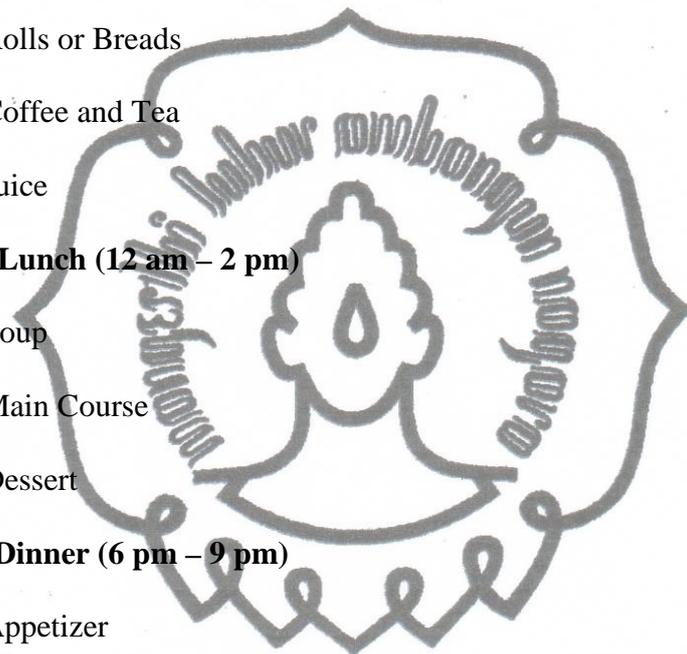
- Soup
- Dessert
- Rolls or Breads
- Coffee and Tea
- Juice

**b. Lunch (12 am – 2 pm)**

- Soup
- Main Course
- Dessert

**c. Dinner (6 pm – 9 pm)**

- Appetizer
- Soup
- Main Course
- Dessert



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## 2. Pastry Section

Kitchen and Pastry Section has important role to provide a coffee break snacks. The snacks provided by pastry division depend on what the guests want, and usually there are three snack items for the coffee break menu. There are a lot of snacks choices which the guests able to choose, such as:

1. Any kinds of Cake : Banana Cake, Strawberry Cake, Chocolate Cake, Cheese Cake, Rollade Cake, Assorted Cake, Mandarin Cake, Tiramisu, etc.
2. Any kinds of fried item : Lumpia, Risoles, Tahu isi, Kroket, Pastel, Croisant, Sosis Solo, Tahu Bakso, Martabak, etc.
3. Traditional foods : Lemper, Mega Mendung, Mendhut, Arem-arem, Dadar gulung, Klepon, Semar Mendem, Srabi Notosuman, Jajan Pasar, etc.
4. Chips item : Cassava chips, Potato chips, Garlic Peanut, Oven Peanut, Cashew Nut, Sweet and Salty Emping.

Besides providing the coffee break snacks, pastry division is responsible for providing the dessert for the banquet events, such as pudding. There are many choices of pudding flavor; those are Chocolate, Caramel, *Green Glutinous Rice Tape*, and Almond. Pastry also provides traditional beverages such as Dawet Ayu, Gempol Plered, Mix Ice, Kopyor Ice, Fruit Ice and also Medan's Mix Ice.

Sometimes some banquet events have a status change where the guests want to revise the order before or want to cancel the order. Therefore, banquet attendants have to confirm a banquet status to kitchen, and make a banquet status *commit to user*

change announcement to the kitchen. Here, pastry division has to adjust the status change in providing both coffee break and desert menu.

### 3. Stewarding Section

Stewarding is a place where the kitchen utilities are placed and saved. Stewarding is also used to wash many kinds of plate, glass, spoon, fork, and other utilities. Stewarding has function for preparing the utilities of meal equipments that will be used banquet section such as Silverware, Glassware, and Chinaware.

There are many kinds of equipment in banquet service which is needed to serve the guest. They are:

- China Ware

This equipment is made of ceramic. They are kinds of plate (dinner plate, dessert plate, B & B plate, soup plate, oval plate, salad plate, cake plate, etc), soup cup, tea or coffee cup/saucer, demitasse cup, cream pitcher, tea pot, etc.

- Glass Ware

Glass ware such as water goblet, juice glass, highball glass, ice cream glass, sour glass, white wine glass, red wine glass, champagne glass, etc.

- Silver Ware

This equipment is made of stainless steel. They include cutleries (dinner knife, dessert knife, and fish knife). Dinner spoon/fork, dessert

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spoon/fork, tea spoon, soup spoon, soup ladle, butter spreader server spoon,/fork, fruit knife/fork, sugar ladle, etc.

Stewarding also has function to set up and clear up the utilities that will be used by banquet section and to clean the utilities that have been used for banquet event.

#### 4. Housekeeping Department

Housekeeping section is section which has role to keep cleanness and beautifies in hotel. They usually go around hotel to make sure that all about hotel objects, places and rooms in Sahid Jaya Hotel Solo still clean and neat.

For doing the job optimally, Housekeeping Section have four staff to help their duties for different job. They are:

1. *Housekeeper*

Housekeeper has duties to clean and check the hotel objects such as ashtray, entrance door, floor, function room, restroom, parking lot (basement) and mosque.

2. *Room Boy*

Room Boy has duties to organize the room like making bed, change the bath equipments (soap, paste, shampoo and towel) and cleaning room area which has been used by the guest.

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### 3. *Pool Attendant*

Pool has duties to keep pool area clean prepare for linen (bath towel and s swimming suit).

### 4. *Gardener*

Gardener has duties to take care of hotel plants and to put the plant at the appropriate place.

For the banquet event, housekeeping section usually co-operates to handle events by:

#### a. *Buffing*

Polishing the tile, in order that it looks clean and shiny. It used to be done in the foyer of meeting room.

#### b. *Cleaning the Carpet*

Cleaning the carpet meetings room carpet before it is used for an event.

The Housekeeper usually cleans the carpet with special shampoo.

#### c. *Vacuum Cleaning*

Cleaning the meetings floor from the dust with vacuum cleaner.

## 5. Engineering Department

The functions of Engineering Section are maintaining hotel equipments such as furniture, elevator and escalator, lamp, hotspot, and electrical equipment.

The Engineering Section can be divided in 2 groups. They are:

### a. Furniture

This group has functions to maintain and repairs the hotel furniture (round table, chair, sofa, head table, trolley, etc)

### b. Electrician

This group has function to maintain and repair the electrical tools (sound system, wireless, escalator and elevator, lamp, etc)

The Engineering Section co-operates with the Banquet Section to handle the event. They co-operate in:

1. Providing the sound system for whole events
2. Preparing LCD projector and screen
3. Turning on/off the Air Conditioner and control the temperature of AC if it is too cold.
4. Activating the 'hot spot area' during meeting.

Good coordination is needed to make the hotel successful because it is difficult and impossible for one department to be able to work alone without other departments help. Banquet Section also needs other contribution in handling an event. Therefore, before handling an event, Banquet section should receive an event order from Marketing Department. It is important because we will know the

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lay out of the event from event order. After Banquet Section receives the event order, they spread it to other departments and become the organizer.



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## CHAPTER IV

### CONCLUSION AND SUGGESTION

#### A. Conclusion

Based on the explanation in the previous chapter, there are some conclusions as follows:

The personnel of banquet section have their own duties in giving the best service for the guests. Each person has their own responsibility for providing services to the guests. Food & Beverage Manager (FBM) does not only have to manage all things about producing and servicing foods & beverages in the hotel, but Food and Beverage Manager (FBM) also arrange some occasional events in hotel. Assistants of Food and Beverage Manager (FBM) helps Food and Beverage Manager (FBM) in doing his job. Banquet Coordinator is the chief in Banquet Section. He coordinates all things in arranging the banquet activities for the hotel's guests or anyone who holds meeting or several events in a hotel. Each Captain has different responsibilities in hotel. Banquet Captain is responsibilities for serving the guest in special action and arranging the style of the venue based on the event order from Marketing Department. Waiter, Waitress, and Trainee have the same duty in handling event.

Banquet Section has relations with other sections such as Kitchen Section, Pastry Section, Stewarding Section, Housekeeping Section, and Engineering. Kitchen and Pastry Section has important role to provide food and

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beverage for an event. Stewarding has function for preparing the food and beverage utilities or meal equipments that will be used banquet section. Housekeeping has the duty to clean the hotel area, especially Banquet event area, while Engineering Section has the duty to provide the event equipments.

### **B. Suggestion**

In this Final Project, the writer gives the following suggestions:

1. Sahid Jaya Hotel Solo has to maintain coordination in a hotel, especially in Banquet Section. The misunderstanding between other sections should be reduced.
2. The management of Sahid Jaya Hotel Solo has to hold a meeting every week or every month for sharing and hearing the employer's complaint in doing their job.
3. Sahid Jaya Hotel Solo has to give the clear information about the professional procedures in handling events to avoid the mistakes. A small internal meeting should be held to keep the good communication between the banquet personnel with other sections.