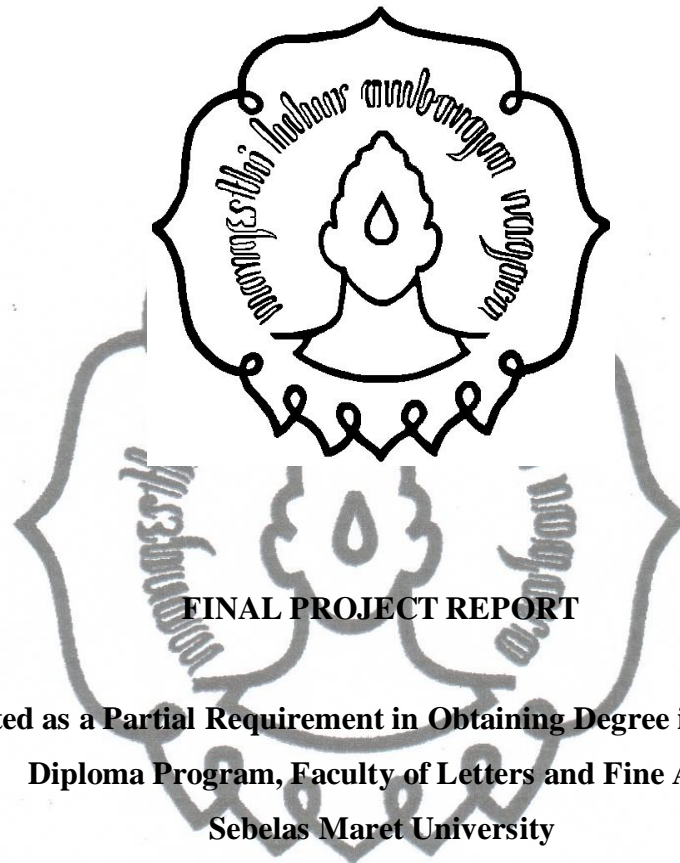


**BANQUET SECTION OF SAHID JAYA HOTEL
SOLO: PROBLEMS AND SOLUTIONS**



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**

By:

Aan Hidayanto

C 9306004

**ENGLISH DIPLOMA PROGRAM
LETTERS AND FINE ARTS FACULTY
SEBELAS MARET UNIVERSITY**

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2010

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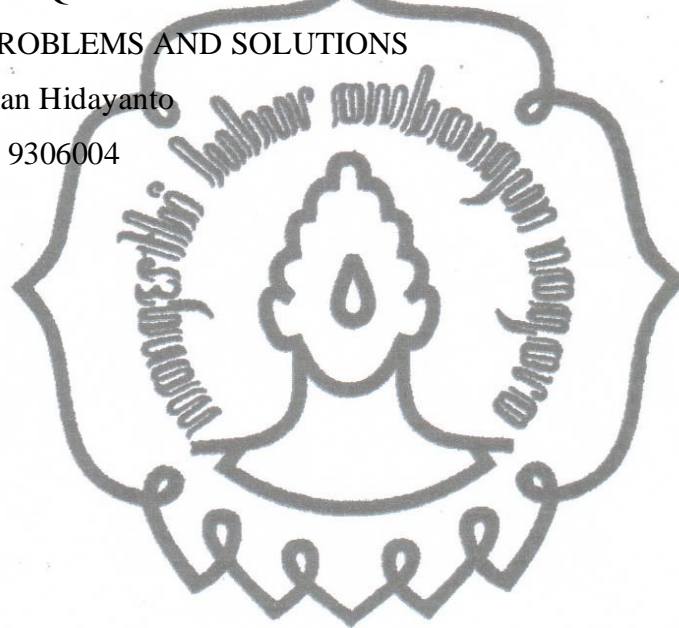
**Approved to be Examined before the Board of Examiners,
English Diploma Program, Faculty of Letters and Fine Arts
Sebelas Maret University**

Title : BANQUET SECTION OF SAHID JAYA HOTEL SOLO:

PROBLEMS AND SOLUTIONS

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Title : BANQUET SECTION OF SAHID JAYA HOTEL
SOLO: PROBLEMS AND SOLUTIONS
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Examination Date : February, 3rd 2010

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MOTTO

Salah satu pengkerdilan terkéjam dalam hidup
adalah membiarkan pikiran yang cemerlang
menjadi budak bagi tubuh yang malas, yang
mendahulukan istirahat sebelum lelah.

(Mario Teguh)

Masa depan yang cerah selalu tergantung
pada masa lalu yang dilupakan.

Kita tidak dapat menéruskan hidup dengan
baik jika tidak dapat melupakan

kegagalan dan sakit hati di masa lalu.

(Mario Teguh)

DEDICATION

This final project report is dedicated to:



❧ *The almighty, ALLAH SWT*

❧ *My beloved father and mother*

❧ *My beloved brother*

❧ *All of the people*

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PREFACE

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

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

The writer realizes that this final project is not good enough. Therefore, the writer appreciates and accepts any advices and criticism from the readers.

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

Surakarta, January 2010

Aan Hidayanto

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ACKNOWLEDGEMENT

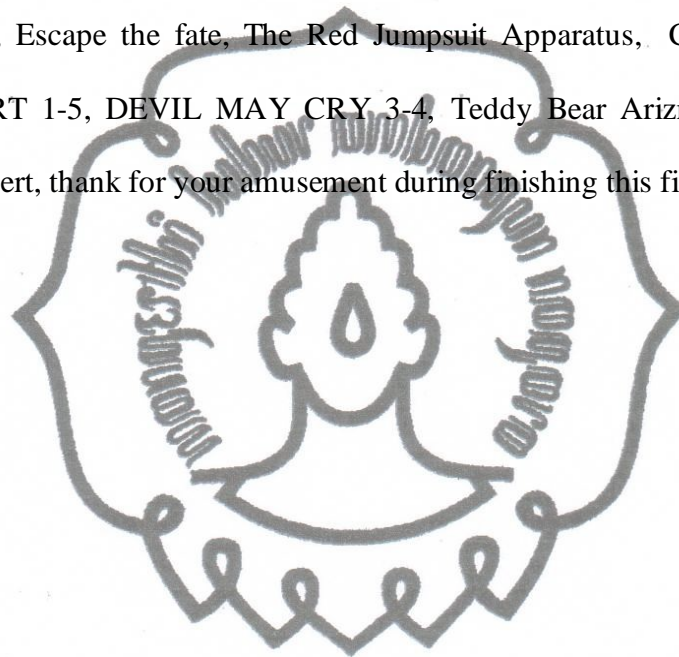
First of all, I would like to say thank you to the almighty Jesus Christ for blessing and guiding me during finishing this final project report. I would not be able to finish this final project report without the help and support from others. So in this opportunity, I would like to express my gratitude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

1. Drs Sudarno, M. A, the Dean of Faculty of Letters and Fine Arts for giving the approval for this report.
2. Yusuf Kurniawan, S. S, M. A, the Head of English Diploma Program.
3. Dra. Endang Sri Astuti, MS as my supervisor, for the patience in giving me guidance, kindness, and time to finish this final project.
4. All of the lecturers in English Diploma Program, for all of valuable knowledge that I've got from you!!! Once again....thanks a lot.
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7. Mr. Parulian Panggabean, the Food and Beverage Manager of Sahid Jaya Hotel Solo
8. Mr. Narwondo, the Banquet Coordinator of Sahid Jaya Hotel Solo.
9. All staffs of Sahid Jaya Solo Hotel:, Mr. Joko Nugroho, Mr. Fathony, Mr. Agung, Mr. Sidiq, Mr. Budi, Mr. Iswoko, Mas Sigit EDR, Genthoo, Nophitri,
10. My job training friends: Ahmad, Rahmad, Wahyudi, Robby, Adi, Aditya, Puput, Pandoe, Ika café. Good Luck all
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11. My beloved father Mr.Wiji and my mother Mrs. IsmiyatiThank you so much for your patience, attention, love, and care you given to me, sorry if I often make you disappointed but actually I love you so much....and I still need your blessing to catch my dream in this life and I will always do the best to make you proud of me.
12. My Brother Taufik Hidayanto.....Thank a lot for your support and pray for me to get my success
13. My beloved Grandpa Supardi Sastromiharjo,and my Grandma, thank a lot for the advices who give to me. I always hope your blessing and give the best place in heaven.....
14. My second family Budhe Ning, Pakde Rifai, Mbak Santi, Rahma, for the help and support, I will never forget you all.
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18. My Mig33 friends thank for togetherness...keep spirit bro....

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19. Special thanks to Deby, Diah Ayu H, Yunice Aprilani, Ika (purie), Thank for fill my heart....
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ABSTRACT

Aan Hidayanto, 2010, “Banquet Section of Sahid Jaya Hotel Solo: Problems and Solutions”, English Diploma Program, Faculty of Letters and Fine Arts, Sebelas Maret University.

In the tourism industry, 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. A hotel has many departments for its operational activities; Food and Beverage Department has important responsibility to maintain food and beverage service and product. Food and Beverage Department has many subdivisions that are responsible to maintain each division duties.

Banquet section is one of division under the Food and Beverage Department. This final project report explains about Banquet Section of Sahid Jaya Hotel Solo: Problems and Solutions, such as the limited worker, the lack of tools and equipment, bad coordination with other department and miscommunication among Banquet Section staffs. To solve the problems, the writer also writes some solutions for the hotel. The solutions are employee recruitments, increasing the number of tools and equipment, making good coordination with other department and keep the good communication among the Banquet Section staffs.

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

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CHAPTER I

INTRODUCTION

A. Backgrounds

Tourism development in Indonesia has improved drastically, now the government in Indonesia has made Visit Indonesia program. The purpose of this program is to attract the tourist to visit tourism object in Indonesia. One of the important components of tourism industry to support this program is Hospitality Industry. Hotel as a kind of accommodation is one of many tourism elements. A tourism attraction needs the accommodation as one of its facilities, so that the tourists feel more comfortable in enjoying the tourism object. Nowadays, hotel is not only used for spending the night, but also used for providing the guest opportunities to do daily activities such as meeting, holding events, or having dinner. Therefore, many business hotels are built in the big cities. Hotel is commercial industry which uses several parts of the entire buildings to provide guest room, food and beverage and other public service which are commercially managed.

In operational activities 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.

One of The important departments in hotel is Food and Beverage. It has responsibilities in producing and serving the food and beverage for the guests or the hotel customers. There are two divisions in Food and Beverage Department. The first division is Food and Beverage Product Division which has responsibility

in cooking and preparing the foods and beverages. The second division is Food and Beverage Service Division which has responsibilities in servicing the foods and beverages for the guests or customers. Food and Beverage Department has a big role for the hotel improvement. When the occupancy of the hotel is low, the hotel can still get income from the restaurant, banquet, bar which are included in the Food and Beverage Department's responsibilities.

The writer decides to do job training on Banquet section of Sahid Jaya Hotel because the writer has already had experiences on that section. The writer has already known what the writer has to do on Banquet section because it is the second job training done by the writer on Banquet section of Sahid Jaya Hotel.

The important role of the Food and Beverage Department has given influences to banquet section. Banquet Section in Sahid Jaya Hotel Solo has given a big contribution for the hotel income. To maintain the guests' satisfaction, Banquet Section in Sahid Jaya Hotel Solo always keeps the professionalism in working. Banquet Section always gives the best service to customers. It can be seen from the fact that many corporations entrust their event or meeting to be handled by the Banquet Section of Sahid Jaya Hotel Solo in every month. Through this final project, the writer wants to explain **“Banquet Section of Sahid Jaya Hotel Solo: Problems and solutions”** for giving and providing its best service.

This report is written based on the experience during the job training as a trainee in Banquet Section at Sahid Jaya Hotel Solo for three months started from March 22nd, 2009 to June 22nd, 2009. The job training was done to fulfill the

requirement in obtaining Diploma Degree in English Diploma Program of Sebelas Maret University.

B. Objectives

The objectives of this final project are report as follows:

1. To explain the job description of Banquet Section at Sahid Jaya Hotel Solo.
2. To explain the problems occurred in Banquet Section at Sahid Jaya Hotel Solo.
3. To give solution of problems occurred in Banquet Section at Sahid Jaya Hotel Solo.

C. Benefits

It is hoped that this final project report will be for:

1. Sahid Jaya Hotel Solo

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

2. The readers

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

CHAPTER II

LITERATURE REVIEW

A. Hotel

1. Definition hotel

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

According to Foster, (1995:124), *“Hotel is a building constructed specifically to provide lodging to travelers with food and beverage on the same premises”*.

The first goal to build a hotel is to provide lodging, meals and other facilities to the travelers who want to stay overnight or more in the surrounding area of tourism resort, but as the time goes by hotel is not only used to provide lodging for travelers but also local residence and public.

Grolier Electronic Publishing Inc (1995) states:

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

Hotel is a building which commercially organizes and provides many facilities to the guest with the primary goal to gain a profit. In order to gain a great profit, many hotels may increase its products and facilities. Based on the competition of hotel services and facilities, hotel can be classified into star hotel and jasmine hotel.

While in another opinion, Agustinus Darsono (1992: 1) states:

“Hotel is a building which provides rooms for the guest to stay, food and beverage, and other facilities needed and professionally organized to gain a profit.

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.

Star hotel still can be divided into five categories, based on the service they are:

1. One Star Hotel
2. Two Star Hotel
3. Three Star Hotel
4. Four Star Hotel
5. Five Star Hotel

The highest level of the star hotel is a Five Star Hotel, which has highest level of hotel services and facilities compared with the other.

Jasmine Hotel can be divided into three categories, which are:

1. Jasmine Hotel Level One
2. Jasmine Hotel Level Two
3. Jasmine Hotel Level Three

2. Definition of Food and Beverages

In general, Food and Beverage Department is a part of a hotel that manages foods and beverages, while in specific, food and Beverage Department is a part of a hotel

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department that manages and is responsible to the service of food and beverage necessities for the guests who stay or not in the hotel.

While according to Bartono PH, S.E, *Food and Beverage Department is a department which has a duty in producing, and providing food and beverage to be consumed for the guests who stay and also for the public who wants to buy. Besides, this department is also responsible for the quality of the foods, and the goodness of service in the restaurant.* (Bartono, 1991: 30).

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

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

a. Food and Beverage Product

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

b. Food and Beverage Service

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

3. Definition of Banquet Section

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

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 general. (H. Marsum WA, 1993).

In another opinion, H. Kodhyat&Ramaini (1992) state that *banquet is an event which is held in a hotel by the request from the guest, usually it is provided a table d hote menu and a lot number of the guest which was come.*

Table d hote menu on paragraph above refers to a menu which include the food price list separately. It means that the price list here is not a package price list.

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

Buffet reception is a kind of parties in which the guests take food and beverage by them selves. 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 event held in the hotel which is used banquet facilities.

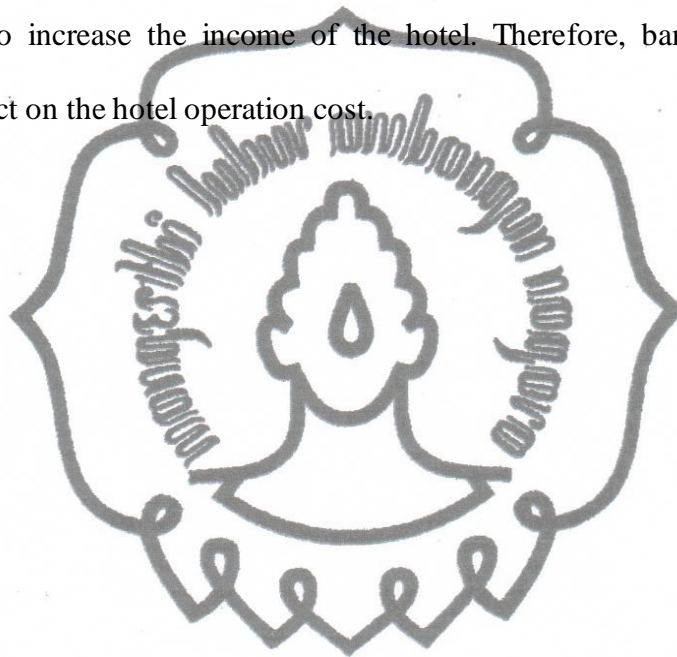
4. The Facilities of Banquet

The Standard facilities provided by hotel banquet service are:

1. Banquet hall or the meeting room
2. Decoration, stage, reception desk, seats
3. Sound system
4. Food and Beverage
5. Security
6. Free room

5. The importance of Banquet

Today the guests 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 of 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. Company Profile of Sahid Jaya Hotel Solo

1. The Brief History of Sahid Jaya Hotel Solo

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

Sahid Sala Hotel was renovated and changed into Sahid Raya Hotel. It has 140 rooms available for rent and it has been considered as a four star hotel because of the improvement of services quality from 1993 until 1995. Then, since July 8, 2007 Sahid Raya Hotel Solo has changed into Sahid Jaya Hotel Solo until now, which now fall into five star hotel categorization because it provides at least 100 rooms. Sahid Jaya Hotel Solo is classified as a modified Continental Plan, because the hotel rate includes accommodation and meal (room and breakfast).

2. Location of Sahid Jaya Hotel Solo

Sahid Jaya Hotel Solo is located at Gajah Mada 82 Solo. It has strategic location in Solo. It has easy access to all of important areas in Solo. It is only three minutes from Balapan railway station, 20 minutes or 15, 5 km from Adi Sumarmo

Airport and 5 minutes or 1 km from Tirtonadi Bus Station. Therefore, it makes the guest satisfied. If the guest wants to go to the business district, it needs only 5 minutes from hotel by car, the distance is only 1 km. Another tourist destination is Klewer, the biggest clothes market center in Central Java which only needs 15 minutes from hotel by car. Sahid Jaya Hotel Solo is classified into city hotel because the hotel is located in the downtown.

3. The Facilities at Sahid Jaya Hotel Solo

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

a. Guest Rooms

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

1) Presidential Suite

The Presidential Suite Room is the most expensive and luxurious room in Sahid Jaya Hotel Solo. The price is about 7 million rupiah/nett. Sahid Jaya Hotel Solo has only one Presidential Suite Room. This room consists of two bed rooms which have a king size

and queen size bed. The other facilities are living room, function room, Superior Room, two bath rooms with bath up inside, mini bar, dinner room with dinner table and mini kitchen. Many important persons book this room in every year.

2) Executive Suite Room

The Executive Suite Room is cheaper than the Presidential Suite one.

This kind of room has one large bed room with king size bed, living room, a bath room with bath up, and also mini bar.

3) Deluxe

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

4) Superior

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

b. Meeting and Functional Rooms

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

1) Sukoharjo Room

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

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

2) Carikan Meeting Room

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

3) Pedan Ballroom

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

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

4) Executive Lounge

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

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

5) Sidomukti Meeting Room

This room is located in second floor. Before used as meeting room it is used as manager office. This room has capacity as follows:

- Restaurant style 50 seats
- Class Room 65 seats
- Theatre Style 70 seats

6) Sidodrajat Meeting Room

This room is located in the ground floor and near from the basement area. This room has capacity as follows:

- Restaurant style 50 seats
- Classroom style 60 seats
- Theatre style 70 seats

c. Additional facilities & services

1) Ratu Ratih Coffee Shop

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

2) Sekar Jagad Pub and Karaoke

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

3) Room Service

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

4) Gajah Mungkur Swimming Pool

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

5) Fitness Center

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

6) Melati Hair and Beauty Salon

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

7) SPA Teatment

Sahid Jaya Hotel Solo also provides this SPA facility. If the guests feel tired or need massage to refresh your body, they can go to SPA Treatment in Sahid Jaya Hotel Solo.

8) Laundry and Dry Cleaning

This facility is opened for public and it uses one day service. Clothes will be finished to be cleaned in the same day they deliver it.

9) Pastry Section

Pastry shop is located in the first floor, in Ratu Ratih Coffee Shop.

Pastry shop provides many kinds of cakes and snacks which are cooked by the professional chef.

10) Drug Store

11) Travel Agent

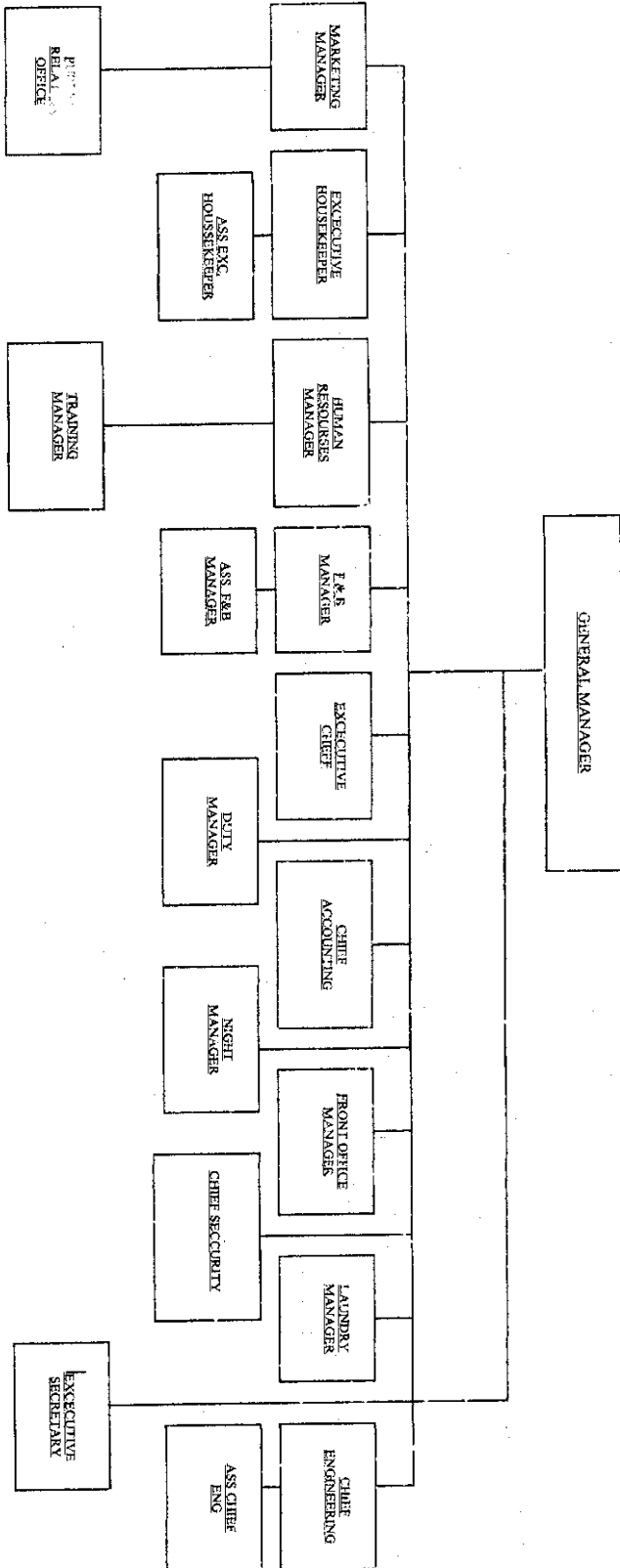
12) Money Exchange

13) Batik and Art Shop

Additional Services

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

5. The Organization Chart of Sahid Jaya Hotel Solo



Source: Executive Office 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 & beverages 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.

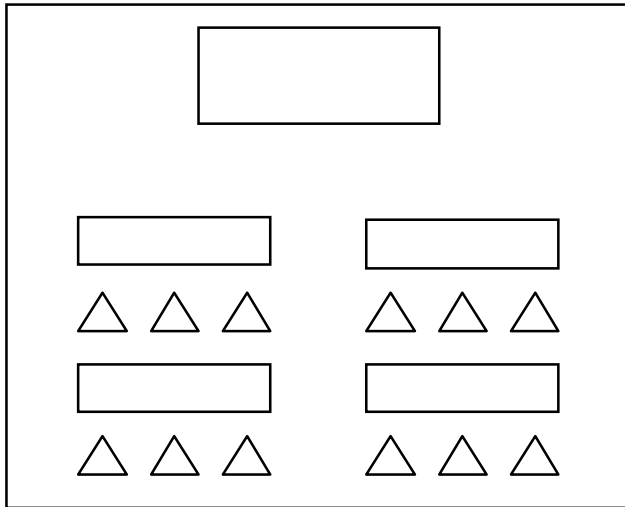
3. Banquet Coordinator

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

4. Banquet Captain

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

a. Classroom Style



Explanation:

1) Head Table



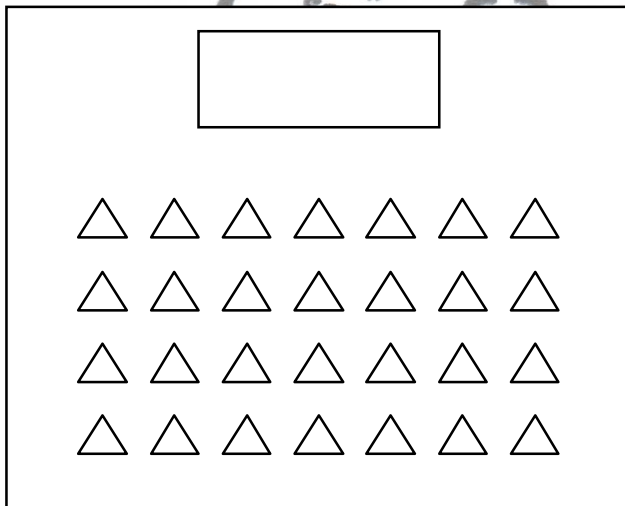
2) Table



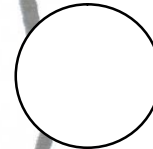
3) Chair



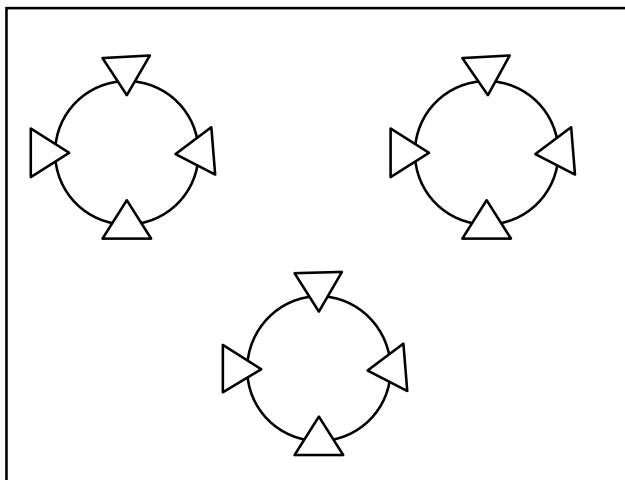
b. Theatre Style



4) Round Table



c. Restaurant Style



5. Waiter/Waitress

The responsibility of a Waiter or Waitress at Sahid Jaya Hotel Solo is serving the guest, such as; serve the snack to the guest, clear up the meals and cutleries, and etc. However, a Waiter or Waitress 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 Waiters / Waitresses in doing their duty.
- b. Keeping the cleanness of banquet area, such as: Banquet Office, Banquet Store, and Banquet Tools.

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

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

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

B. The Problems occurred in Banquet Section of Sahid Jaya Hotel Solo

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

1. Limited Worker

Banquet Section has only three permanent employees. All of them are Banquet Captain. The Waiters and Waitresses are daily workers and part-timers. If there is a big event that has to be handled, Banquet Captain will make a call to part-timer for asking a help in handling the event. However, the part-timers are not always willing to help. Therefore, they have to handle this big event with very limited employees. There was one case when one waiter had to serve about 100 guests. For example, when the department of education held a meeting in Sahid Jaya Hotel there is only the trainee who was responsible to handle this event. The waiter had to prepare about 75 packages for Coffee break and lunch buffet. On that time the trainee had to handle the whole event alone because the part timer could not present.

2. Lack of Tools and Equipment

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

a. Silverware

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

b. Glassware

Example: goblet, high bowl, juice glass, wine glass, and etc.

c. Chinaware

Example: cup, saucer, B & B plate, dessert plate, sugar bowl, and etc.

d. Linen

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

e. Furniture equipment

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

f. Miscellaneous equipment

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

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

3. Bad Coordination with Other Department

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

- a. Front Office Department
- b. House Keeping Department
- c. Food and Beverage Department
- d. Marketing Department
- e. Accounting Department

commit to user

- f. Security Department
- g. Engineering Department
- h. Laundry & Linen Department
- i. Personal Department

Good coordination is needed to make the hotel successful. It is difficult and impossible for one department to be able to work alone without other department 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 lay out of the event from event order. After Banquet Section receives the event order, than we spread it to other department and become event organizer.

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

4. Miscommunication among Banquet Section staff.

The Banquet Section staffs do not have the same point of view. For example, The Banquet Coordinator's will is sometimes different from Food and Beverage Manager's (FBM). The other example is a different opinion among Banquet Captains in serving the guests. It makes the Banquet Section job obstructed.

C. The Solutions of the Problems occurred in Banquet Section of Sahid

Jaya Hotel Solo

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

1. Recruitments

The Management must recruit additional workers to help Banquet Section in doing its responsibilities. At least, add the daily worker or part time worker to help Banquet Captain in doing his job.

2. Increasing the Number of Tools and Equipment

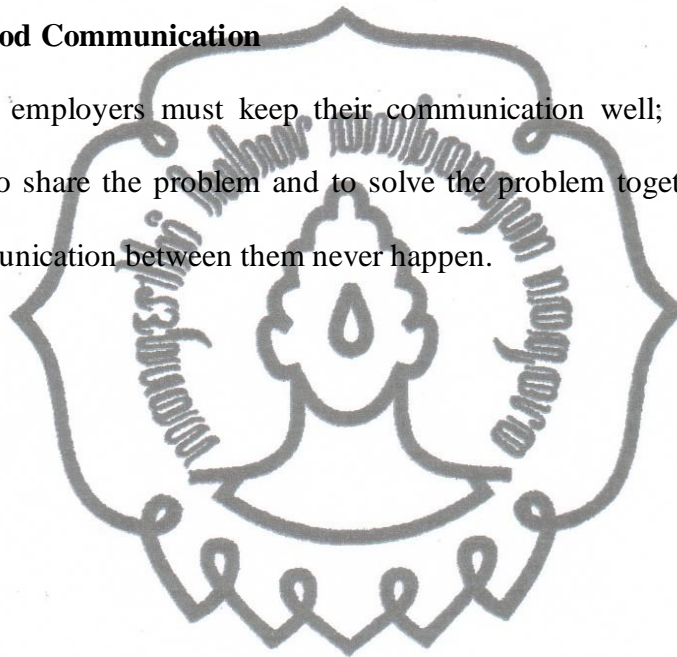
The quantity for banquet tools and equipments must be increased immediately. The hotel management can buy it for the interest of the hotel, because it has an important role for serving the guest in the hotel.

3. Making Good Coordination with Other Department

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

4. Keep Good Communication

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



CHAPTER IV

CONCLUSION AND SUGGESTION

A. Conclusion

Based on the explanation in the previous chapter, the writer concludes as follows.

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

However, there are several problems faced by Banquet Section in doing their job, such as; the limited worker, lack of tools and equipment, bad coordination with other department and miscommunication among Banquet Section. Because of this problem, Banquet Section has limited source to give its best services to the guest.

The solutions of the problems encountered by Banquet Section of Sahid Jaya Hotel Solo in handling events are; employee recruitments, increasing the number of tools and equipment, making good coordination with other departments and keep the good communication among the personnel of banquet section.

B. Suggestion

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

1. The hotel management

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

2. The Banquet Section

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

