

**THE DUTIES OF WAITERS IN  
GAMBIR SEKETHI RESTAURANT AT  
SAHID KUSUMA HOTEL SOLO**



**FINAL PROJECT REPORT**

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

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**ENGLISH DIPLOMA PROGRAM  
FACULTY OF LETTERS AND FINE ARTS  
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SURAKARTA  
2010**

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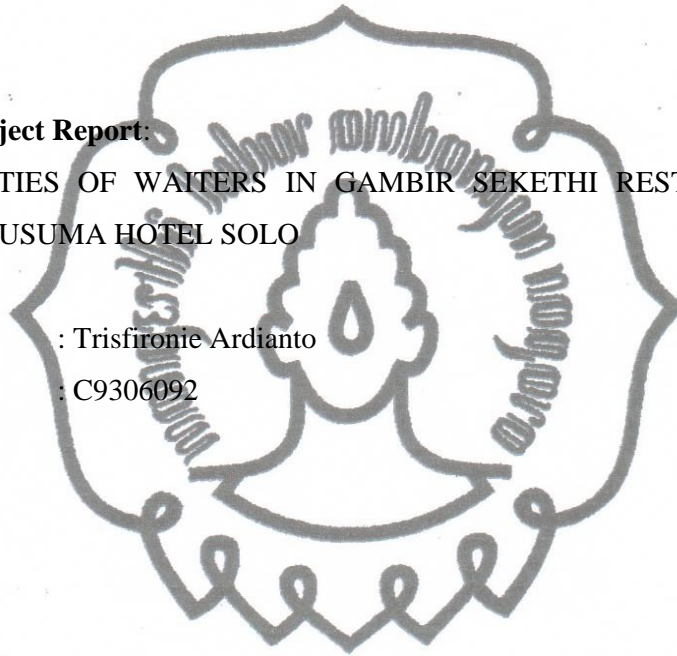
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Sebelas Maret University**

**Final Project Report:**

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SAHID KUSUMA HOTEL SOLO**

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**MOTTO**

**WITHIN GREAT POWER,  
COMES GREAT RESPONSIBILITIES**

(Ben Parker)



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## DEDICATION



I dedicate this final project to:

My Beloved Parents

My Beloved Sisters

My Mam Cheeky Chick

My Hwanteng Family

My Letters Community

*commit to user*

## PREFACE

The writer would like to say the deepest thanks to Allah SWT who gives me power, guidance, love and everything in finishing this final project. The writer would like to inform the readers that this Final Project entitled “The Duties of Waiter in Gambir Sekethi Restaurant at Sahid Kusuma Hotel Solo” contains detailed information about the duties of the writer during the job training as the waiter in Gambir Sekethi Restaurant at Sahid Kusuma Hotel Solo. This Final Project is hoped to be useful as a references to learn more about hotelier, and also as the input for the hotel to improve their performance. The writer would like to express a grant expression of thank to everyone who gives their love, support and motivation during the process of accomplishing this report. The writer realizes that this final project is still not good enough and far from perfect, so the writer will be very glad to get many developed criticisms and inputs from the readers.

Solo, Juli 2010

The writer

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## ACKNOWLEDGMENT

The deepest thanks I would like to say to Allah SWT for the blessing and guiding in completing this final project. 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.

I would like to say thanks to everyone who helps me in finishing this final project. These following important individuals are:

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8. All the member of d'yura letter community, kephikz, yudha, lilik, aank, nanda, ngantuk, danu, gondronk, tembonk, baskoro, thanks for every single moment in my night life...



Solo, Juli 2010

Trifironie Ardianto

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## ABSTRACT

**Trisfironie Ardianto. 2010. The Duties of Waiters in Gambir Sekethi Restaurant at Sahid Kusuma Hotel Solo. English Diploma Program of Letters and Fine Arts. Sebelas Maret University.**

This report is based on the job training in Sahid Kusuma Hotel Solo. The job training was from May 1<sup>st</sup> to June 1<sup>st</sup>, 2009. The objectives of the report were to describe the duties of the waiters in Gambir Sekethi Restaurant at Sahid Kusuma Hotel Solo and also to describe the problems encountered by the waiters and followed by the solutions of those problems.

Waiters in Gambir Sekethi Restaurant have three main duties; they are preparing the equipments, handling the guests and clearing up. Those three main duties are done by the writer everyday during the job training. In the process of those activities, the writer found many problems, such as the limited of equipments, the guest's complaints, and the limited English skill of the waiters. And the solutions for those problems are adding the equipments, listening every single complaint carefully and patiently, giving training of English skill to the employee.

## CHAPTER I

### INTRODUCTION

#### A. Background

Surakarta, known as Solo City, is located in fertile plain along Bengawan Solo River. Solo is famous as the centre of Javanese culture and tradition. There are two palaces in the city: Kasunanan Surakarta and Mangkunegaran Palace. Solo is also one of batik center and other Javanese souvenirs. It is also famous of its tourism destination such as Klewer Market, Radya Pustaka Museum, Tawangmangu Waterfall, Sangiran Archeological Site and some other tourism attractions.

Tourism industry must be supported by many other facilities. Hotel is one of the most important parts in tourism industry. It has an important role in supporting the development of tourism industry. Hotel not only provides accommodation for travelers and tourists but also offers the guests sport facilities, entertainment services, laundry, dry cleaning, food and beverages etc. There are 150 hotels in Solo and 16 among them are stared hotel.

Sahid Kusuma Hotel is one of the five star hotels in solo. The hotel has a traditional Java building. There are wood carvings along the lobby and in rooms. The hotel consists of many departments, such as Front Office Department, Housekeeping Department, Food and Beverage Department and Marketing Department. To satisfy the guests, hotel must give the best services by providing good receptionist, good restaurant and all information related to the guest's needs.

Food and Beverage Department is one of the hotel departments, which is responsible for 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.

Gambir Sekethi restaurant is a part of Food and Beverage Department at Sahid Kusuma Hotel Solo. There are many waiters' activities in the restaurant, such as serving the guests who want to order food and drink, making conversation with the guests in order to make them feel comfort. The restaurant is the most appropriate hotel section for English Diploma program trainee. Since most of the foreigner tourists like to eat in the restaurant more, the trainee can apply their English skill to them.

This report is written based on the writer's experience during the job training in Restaurant section at Sahid Kusuma Hotel Solo for one months started from May 1<sup>st</sup>, 2009 to June 1<sup>st</sup>, 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 as follows:

1. To describe the duties of the waiters in Gambir Sekethi Restaurant at Sahid Kusuma Hotel Solo.

2. To describe the problems encountered by waiters in Gambir Sekethi restaurant at Sahid Kusuma Hotel solo.
3. To give solution of problems encountered by waiters in Gambir Sekethi restaurant at Sahid Kusuma Hotel solo.

### C. Benefits

It is hoped that this final project report will be beneficial not only for the writer and Sahid Kusuma Hotel Solo, but also for the readers. The benefits of this final project report are:

1. To the writer

The writer gets a lot of experience and knowledge about working in hotel. By this report, the writer knows about the duties of the waiter in Food and Beverage Department at Sahid Kusuma Hotel Solo.

2. To the hotel

This report can be used by the hotel for the reference to improve their guest service as well as improving their quality.

3. To the readers

This report will be able to give information to the readers about duties of the waiter at Sahid Kusuma Hotel Solo.

## CHAPTER II

### LITERATURE REVIEW

#### A. Hotel

##### 1. Definition of Hotel

The word hotel according to Yayuk Sri Purwani, came from the France's word '*hostel*', which means a lodging for people who make a trip. In developing of this word, people prefer call hotel to hostel. The word hotel was introduced to the public at 1979. (Purwani, 1993: 2)

According to AHMA (American Hotel Motel Association) the definition of hotel is “.... *as an establishment whose primary business is providing lodging facilities for the general public and which furnishes one or more of the following services: food and beverage service, room attendant service, uniformed service and use of furniture and fixture*”. (Sugiarto & Sulartiningrum, 1999: 8).

The Houskeeping Hotel Book defines hotel as “*the building serving accommodation, food and beverages also the other facilities needed by the guest and managed professionally to get profit.*” (Rumekso, 2002: 2)

It can be said hotel is commercial establishment providing room, food and beverages and other supporting facilities for the guests during their stay in the hotel).



## 2. The Types of Hotel

Based on International Hotel and Restaurant (IH&RA), hotel is classified into 5 types based on their different amenities, range of facilities and quality of service, they are.

- One Star Hotel

One star hotel provides a limited range of amenities and services, it has high standard of facility. Cleanliness becomes main attention for the hotel.

- Two Star Hotel

Two star hotel provides good accommodation equipped good bedrooms. Each room has private telephone and private bathroom

- Three Star Hotel

Three star hotel has more special rooms with high class decorations and furnishing and color TV. The hotel has one or more bars or lounges.

- Four Star Hotel

Four star hotel is much more comfortable and larger. It provides table d'hote and a la carte mode of cuisine. The hotel also provides room service and other amenities.

- Five Star Hotel

Five star hotel offers most luxurious services. It provides many kinds of supporting facilities for the guest, such as, swimming pool also sport and exercise facilities.

## B. Restaurant



Restaurant is one of the important parts in the Food and Beverage Department. It is one of departments that give big incomes. The guests will come to restaurant if they want to eat or drink. The definition of restaurant according to Soekresno; *“Restaurant is a commercial effort which provides food and beverage for public and is managed professionally.”* (Soekresno 2000: 17).

A Restaurant in the hotel must have standard facilities. Based on SK Menparpostel Number KM.37/PW.304/MPPT-86, lists the following requirements.

1. The hotel prepare at least two different restaurants, one of them is coffee shop. According to Charles J. Metelka, Ph.D, *“Coffee shop is a commercial food facility designed to offer costumer a meal or snack in an informal atmosphere without the service, variety, or cost associated with a restaurant and at those times when restaurant may not be open”* (Sugiarto & Sulartiningrum, 1999: 92)
2. The restaurant height must be higher than the guest's room.
3. The restaurant location must be near the kitchen.
4. Restaurant is completed with the air conditioner and the restaurant equipment such as plate, knife, soup spoon, dinner spoon, fork, cup, tea spoon, water goblet, napkin, etc.

Basically the restaurant inside hotel can be classified into three categories, they are formal dining room, informal dining room and specialties restaurant.

Formal dining room is a high class restaurant in the hotel. The kinds are Rotisserie, Grill, Cabaret or Super Clubs. Rotisserie is the exclusive restaurant that

the guests can see the cooking process directly. Grill is the restaurant that only prepare for steak and chops. Cabaret or Super Club is the restaurant that gives live music.

Informal dining room is one of the restaurants in the hotel that has an informal atmosphere. The kinds are Coffee shop, Tavern, Cocktail lounge, Pool snack bar, Room service. Coffee shop is a commercial food facility designed to offers the costumer a meal or snack in an informal atmosphere. Tavern is a small restaurant inside the hotel, beer and wines are the main drink. Cocktail lounge is a facility that offers costumer place to have a drink in a relatively quiet, often dimly lit atmosphere. Pool snack bar is a small bar counter located near the swimming pool in a hotel. Room service is a service to hotel guests where the food and beverage delivery to the guest's room.

Specialties restaurant is a restaurant inside the hotel which provides special food. Usually, the menu is an international menu or special menu of the hotel restaurant.

## **C. Waiter / Waitress**

### **1. Definitions of Waiter**

According to Soekresno, "*Waiter (man) or waitress (women) employed in a restaurant who takes order, carries the food from the kitchen to the dining room and serves food to the guests*" (Soekresno, 2000: 17).

Waiter / waitress section has important roles in food and beverage department, because they have to give best services to satisfy the guests. If the guest feels satisfied with their services they will be happy.

## **2. Requirements of Waiters**

To be a good waiter there are several requirements as follows:

- Having knowledge about hotel and restaurant.
- Having a good capability to communicate with the guests.
- Having a good looking performance.
- Having both physical and spiritual health.
- Having good teeth and nails.
- Discipline.
- Having good characteristics and personalities.
- Neatly dressed.
- Creative and hard working.

## CHAPTER III

### DISCUSSION

#### A. Sahid Kusuma Hotel Solo

##### 1. Brief history of Sahid Kusuma Hotel Solo

Sahid Kusuma Hotel Solo was legalized by Pakubuwono X. He had a son namely Prince Abimanyu, which was born in 1912. Abimanyu had a title *Kanjeng Gusti Haryo Kusuma Yudha*. He passed away in young age and his title was given to his brother Bei who became Pakubuwono X. *Kanjeng Gusti Haryo Kusuma Yudha* gave him a place in the north of Surakarta palace named *Ndalem Kusuma Yudhan*.

In 1970 Ndalem Kusuma Yudhan was bought by PT SAHID & CO and it was planned to build a hotel. Then, on October 24<sup>th</sup>, 1974, the hotel was legitimated by Gusti Putri Mangkunegara VII, continued with epigraphy taken by President Director of Sahid Group, Sukamdani Sahid Gito Sarjono. On July 8<sup>th</sup>, 1975, the hotel was legitimated again by the Minister of Transportation with name " *Kusuma Sahid Prince Hotel* ".

Conducting the government program on July 1977 to use Indonesia Language and changed all the foreign words into Indonesian, *Sahid Group Hotel* changed *Kusuma Sahid Prince Hotel* into *Sahid Kusuma Hotel Solo*.

During the first operation, the hotel only had 31 rooms in Bungalow type (Standard Suit Room) and then the hotel was added 18 Cabanas Rooms, swimming pool and mosque. Reconstruction was done again on July 8<sup>th</sup>, 1976 and added 36 Moderate Rooms (Standard Rooms), 6 Princess Suite Rooms, 7

Executive Suite Rooms, 2 Luxury Suite Rooms, 1 Royal Suite Room and Laundry. With 121 rooms and supported by many facilities. *Sahid Kusuma Hotel Solo* becomes the luxurious hotel in Solo at this time.

## **2. Location of Sahid Kusuma Hotel Solo**

Sahid Kusuma Hotel Solo is located on Jalan. Sugiyopranoto 20, Solo. It has strategic location in the center of Solo. It has easy access to all important areas in Solo. It can be reached only 5 minutes from Balapan railway station, 20 minutes from Adi Sumarmo airport, and 8 minutes from Tirtonadi bus station. Tourists only need 5 minutes to visit Mangkunegaran Palace from the hotel. The distance is less than 1 km. Another tourist destination is Klewer, the biggest clothes market in Central Java, which only needs 15 minutes from hotel by car.

## **3. Departments of Sahid Kusuma Hotel Solo**

The organization structure of Sahid Kusuma Hotel Solo has different functions, duties and responsibilities. There are:

### **a. General Manager**

General Manager has to be responsible for all operation activities in the hotel. He assists the other department managers in making decision and keeps all departments' informed everyday condition.

### **b. Front Office Department**

The duties of this department are selling the rooms, giving information

about the hotel to the guests and handling the guests to check in and check out process.

c. Human Resource Department

This department has responsibility for all hotel operations that are related to the employees such as salary, work relation, staff recruitment.

d. Food and Beverage Department

It has responsibility to handle all activities that are related to the food and beverage served to the guests.

e. Housekeeping Department

It has responsibilities for cleanness and tidiness, comfort and beauty of the hotel area especially the rooms.

f. Engineering Department

It has responsibility for the maintenances and operation of the hotel electricity, water supplies, heating, air conditioning and the other mechanical problems

g. Marketing Department

This department has responsibilities in selling and promoting the hotel products.

h. Accounting Department

It has responsibility for financial matters, the total outcomes and also the request of things that are needed by other departments.

i. Laundry Department

This department has duties to wash and iron guest's clothes, employee's



uniform, linen of the hotel and serve customers outside of the hotel

#### **4. The Facilities of Sahid Kusuma Hotel Solo**

Sahid Kusuma Hotel Solo has different characteristic in traditional Javanese style. Its unique background makes it different from other hotels which generally have modern background styles.

In order to show the different characteristic, Sahid Kusuma Hotel Solo has been built with traditional Javanese architecture. In order to create traditional atmosphere, the hotel provides a set of *Gamelan* (the traditional Javanese music instrument). It is put in lobby corner and usually played in the afternoon. It is played to entertain the guests who want to enjoy the views at the lobby.

As a five star hotel, Sahid Kusuma Hotel Solo has various facilities, they are:

##### **a. Room**

Sahid Kusuma Raya Hotel consists of two floors with one hundred and twenty one rooms. They are one President Suite, twenty eight bungalow rooms, nineteen cabanas rooms, thirty six moderate rooms, eighteen extension rooms, twenty Griyadi rooms. Every room is completed with bed, night table, television, telephone, luggage rack (baggage stand), refrigerator, bath tub and quest supplies (stationary, sewing kit, menu list, memo, ashtray and matches).

##### **b. Convention Hall**

This hall is used for the guests who will hold the event such as, workshop,

wedding party, table manner, etc. They are Pantiardjo Room, Sriwedari Room, Tirtasari Room, Dewandaru Room, Melati Room, Mawar Room, Anggrek Bulan Lounge and Cempaka Room.

c. 24 Hour Room Service

This facility is provided to serve the guests who order food and drink to be delivered to the room directly.

d. Gambir Sekethi Restaurant

This restaurant provides the famous Indonesian food and other countries food. Every Sunday, Gambir Sekethi Restaurant offers Javanese traditional menu. So the guest will find the absolute tradition of Java on Sunday.

e. Madugondo Bar Lounge

This bar is opened from 09.00 pm until late 12.00 pm. It is completed with live music.

f. Laundry and Dry Cleaning

This facility is provided for the guest inside and outside the Hotel. It is open from 07.00 am to 06.00pm.

g. Moneychanger

This moneychanger is opened 24 hours. It provides any kind of money.

h. Drug Store

Drug store is provided by the Hotel in order to make the guest easy to have first aid kit, medicine, healthy care and etc.

i. Souvenir Shop

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Souvenir Shop in Sahid Kusuma Raya Hotel solo provides much kind of handicraft, wood carving, batik and etc.

j. Tirtasari Swimming Pool

This swimming pool is not only provided to the guest staying in the hotel but also the guest outside the hotel. The guest outside the hotel can have a soft drink.

k. Fitness Center

This facility is provided for the guest inside the hotel only.

l. Internet

Sahid Kusuma Hotel Solo provides Aloha Internet Café which is available for everybody. It is open from 06.00am until 11.00pm.

m. Plant Nursery

Plants nursery is also available in Sahid Kusuma Raya Hotel Solo. The guest can choose and take them home in a cheap price.

n. Safe Deposit Box

This facility is provided for the guest inside the hotel only. They can entrust their priceless thing or money in safe Deposit Box which is available at front office.

## **B. Food and Beverage Department at Sahid Kusuma Hotel Solo**

### **1. Main Sections**

Food and Beverage Department at Sahid Kusuma Hotel Solo has five

main sections. The purpose in arranging these sections is to make it easier for Food and Beverage Department in handling its job. The sections are:

1. Restaurant section

Restaurant is a commercial food facility which is designed to offer a meal, snack or drink in a formal or informal atmosphere. There are many kinds of menu in this restaurant; they are European menu, American menu, Javanese menu, Indonesian menu etc.

2. Room Service Section

Room service is a part of Food and Beverage Department handling food and beverage selling by serving them directly into the guest's room. There are two ways for the guests to reserve food and beverage to room service section, by telephone and by door knob menu. If the guest reserves meals by doorknob menu, they should write the doorknob menu which has been provided by a room boy in the guest's room.

3. Bar Section

Bar is a place selling the alcoholic and non alcoholic drink; Bartender is a person who works in a bar and experts in mixing beverage including alcohol is drink.

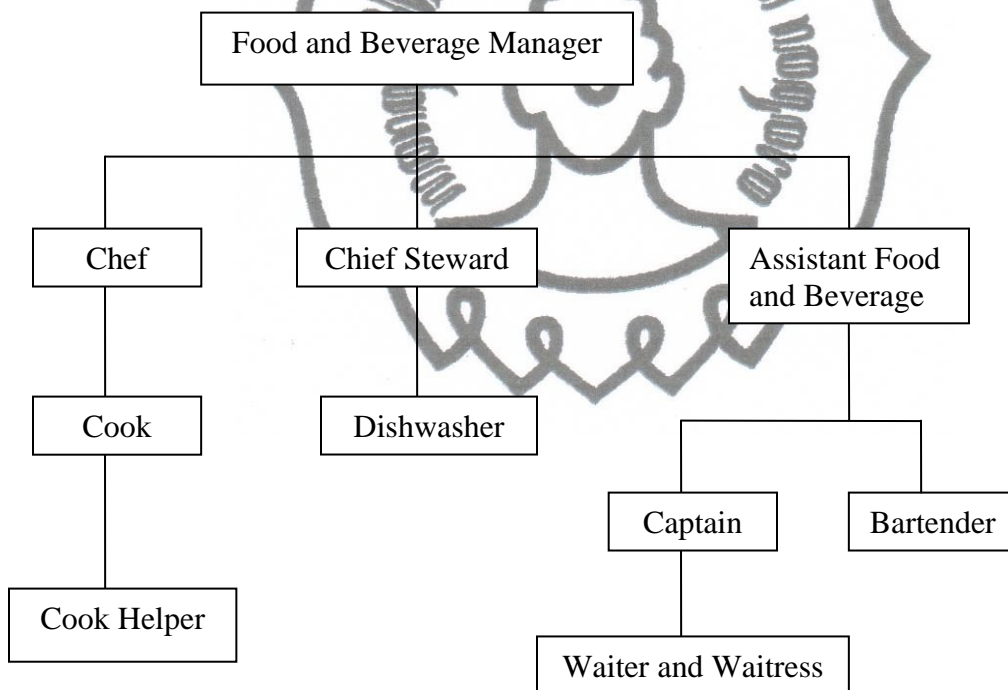
4. Banquet Section

Banquet is a service which is done separated from the restaurant. It is usually for event. The menu is served in buffet.

5. Kitchen section

Kitchen is a place to process all food and drink. The employees who are responsible in the kitchen are executive chef, assistant executive chef, chef and cook.

## 2. Organization Structure



From the organization chart above the writer would like to describe the job of section in Food and Beverage Department, as follows:

1. Food and Beverage Manager.

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The duties and responsibilities of Food and Beverage Manager are:

- a) Training new employees.
- b) Supervising the various staff supervisors.
- c) Coordinating operations in dinning room.
- d) Preparing the accurate budget.
- e) Preparing the schedule of employees in the department.

## 2. Assistant Food and Beverage Manager

The duties and responsibilities of Assistant of Food and Beverage Manager are:

- a) Helping, the jobs of Food and Beverage Manager.
- b) Replacing jobs of Food and Beverage Manager when he or she is taking annual leaves, sick or days off, coordinating with staffs under assistant manager level, both in food and beverage service and food and beverage product.
- c) Being responsible directly to Food and Beverage Manager.

## 3. Captain

The duties and responsibilities of captain are:

- a) Offering the menu for the guest.
- b) Receiving the guest who wants to eat in restaurant.
- c) Coordinating the waiter in doing their duties.

- d) Leading the server team.
- e) Taking the guest order.

#### 4. Waiter and waitress

The duties of the waiter or waitress are:

- a) Preparing material and equipment.
- b) Checking the table wares and glasses.
- c) Putting glass on the tray.
- d) Checking food and beverage.
- e) Preparing lunch for the department head and general manager.
- f) Polishing the restaurant equipment.

#### 5. Bartender

The duties and responsibilities of the bartender are:

- a) Supervising the cocktail servers.
- b) Filling out a bar requisition from all empty bottles, beer and wines.
- c) Filling out a bar requisition from all empty bottles, beer and wines.

#### 6. Chef

The duties and responsibilities of the chef are:

- a) Preparing the menu.
- b) Receiving the order which is given by the waiter.
- c) Providing food and beverage service to banquets, conventions and the other special events.
- d) Making the draft and purchasing goods.

## 7. Cook

The duties and responsibilities of the cook are:

- a) Preparing the ingredients.
- b) Cooking the meal.
- c) Saving the meal.

## 8. Cook helper

The duties of cook helper are:

- a) Helping the duties of chefs or cook in preparing materials and equipment.
- b) Keeping kitchen's area clean.

## 9. Chief Steward

The duties and responsibilities of chief steward are:

- a) Keeping the equipment of Food and Beverage Department for examples: the equipment for the cooking, cutleries, silver ware, china ware, glass ware, table accessories etc.
- b) Preparing the equipment of banquet event.

## 10. Dishwasher

The duties and responsibilities of dishwasher are:

- a) Washing the dirty equipment.
- b) Keeping the kitchen floor clean.

### **C. The Duties of Waiters in Gambir Sekethi Restaurant**

There are many duties of waiters in hotel, especially in Sahid Kusuma Hotel

Solo. Waiters have to follow captain's instruction to make everything goes well. So every command must be done clearly to support each others because one sections related to other sections.

Food and beverage service especially restaurant has a routine schedule to work out. From morning all restaurant crew get the breakfast ready at least 06.00 am and take care the guest as long as they eat up. In that moment the waiters controls, notices and gives any helps to every guest in order to make them satisfy. For example, when a guest's goblet is no longer fulfilled by water, the waiters must be responsive to come and refill with the new fresh water. Another example is when the plate and cutleries finished, the waiter should come and take it away from the table of the guests.

Gambir Sekethi restaurant has three shift systems that run within 24 hours a day. The shifts are:

- a. Shift I : morning shift (07.00 am — 03.00 pm).
- b. Shift II : evening shift (03.00 pm — 11.00 pm).
- c. Shift III : night shift (11.00 pm — 07.00 am).

There are some duties of waiters in Food and Beverage Department especially in Gambir Sekethi Restaurant covering; preparing equipment, handling the guess and clearing up.

#### 1. Preparing equipment

There are two steps in preparing equipment. They are pre-setup and

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general setup.

a) Pre –setup

Before doing set up for breakfast or lunch or dinner, the restaurant crews have to prepare all equipment which are necessary needed, such as cutleries, plate, place mate, table cloth, cup, goblet, etc. It has many differences set up and properties between breakfast, lunch and dinner, because set up plan is different. The breakfast setup equipment are dessert plate, desert spoon, dessert fork, and dessert knife. The lunch and dinner setup have the same equipment, they are dinner plate, dinner fork, dinner spoon and dinner knife.

After all of the properties have been prepared, the waiters should polish it first. In the morning when the chef prepares the menu for breakfast, they will make the table wares on the buffet dirty, so the waiter trainee must check and polish the table and glasses before the guests come.

b) General setup

General setup is an activity when all restaurant crews do their own duties in order to prepare the restaurant. There are two kinds of general setup, they are restaurant style and buffet. The restaurant style is commonly used for lunch and dinner. There are dinner plates, dinner forks, dinner spoons, dinner knives on the dining table. The guests have to order the food first and after the food is ready, the waiter will take the food to the guest. The buffet is different from the restaurant style because all the foods and equipment are prepared on the table so the guests have to take the food



by themselves.

## 2. Handling the guest

Handling the guest is the main duty of waiters in restaurant. The waiters must stand in the front of restaurant in order to wait the guest who likely comes. While the guest is entering Gambir Sekethi restaurant the waiters starts his service performance. At the first time he lets the guests choose their table/seats and helps the guests to seat. And then, he comes to the guest and gives some helps by offering menu. After getting order from the guest the waiter have to go to the main kitchen and gives it to be processed as soon as possible. After everything is ready, the waiters take the food and beverage from main kitchen and serve it as well as possible.

## 3. Clearing up

Clearing up is an activity to clear and to remove all the equipment from the table. There are two kinds of clearing up in the restaurant. They are general clearing up and service clearing up.

### a) General clearing up

In Gambir Sekethi restaurant, general clearing up is done twice a day, it is before lunch set up and breakfast set up. Before doing the lunch set up and breakfast set up, the waiter has to clear all of the equipment from the table. If the equipment is not used again, the waiter will return it in the storage room.

### b) Service clearing up

Service clearing up is an activity done by the waiter when the guests

have already finished their food. When the guests have finished their food, the waiters will come toward them to take the plate, spoon, fork, knife, etc in a short moment. If there are many guests, the waiter must take many of plates, spoons, forks, etc in one moment-one person-one hand therefore the waiter has to be quick and skilful.

#### **D. The Problem Faced by Waiters in Gambir Sekethi Restaurant**

There are some problems faced by the waiters when doing the job. The problems are as follows:

1. The limited equipment

The equipment are one of important things in the hotel for the operational work of the waiter. In fact, Sahid Kusuma Hotel has limited equipment. As a result, the uses of the hotel equipment are not maximal and if the restaurant needs many types of equipment, the hotel needs to rent the equipment from the rental.

2. The guest's complaints

There are several guests who were not satisfied with the services of waiter or waitress, which can be caused by the taste of food that is not delicious, the delay of serving food, or it may also because the waiter or waitress is wrong in taking order of the food and beverage.

3. The limited English skill of some waiters

There were some waiters who can not speak English. That is why when the foreign guests came in restaurant and ordered something, the waiter or the

waitress did not know what they said it crested miscommunication between the guest and the waiter.

### **E. The Solution to the Problems Faced by Waiters**

#### **1. Adding the equipment**

The bad tool is a disturbance to the employees in doing their job. Moreover, it can be a cause of bad impression of the hotel. One way to make a good impression to the guest is by providing a good tool, such as maintaining the tools properly and adding more tools in the restaurant.

#### **2. Handling guest complaints**

In overcoming this problem, the waiter always try to listen every single complaint carefully and patiently, so they will feel respected. And then, it would be better for the waiter to convince the guest that the problem will not happen again in the future.

#### **3. Giving training to the employee regularly**

To solve the third problem the hotel should give regular training to the waiter especially in English skill, because is very important for the waiter in having conversation with the foreign guests.

## CHAPTER IV

### CONCLUSION AND SUGGESTION

#### A. Conclusion

This chapter will describe the conclusion from the whole previous chapters especially the data derived from chapter III. The data concluded here are basically taken from the job training in Gambir Sekethi Restaurant at Sahid Kusuma Hotel Solo. In this last chapter, the writer can make conclusion about the duties of waiter in the Gambir Sekethi Restaurant.

Basically the duties of the waiter in Gambir Sekethi restaurant consist of three main parts. The first part is preparing equipment. This process includes of checking the equipment and polishing them. The second part is handling the guests. It is the main and the most crucial duty of the waiter because it is one of the factors that affected the image of the hotel. The last duty is clear up. This process can be divided into two parts those are general clear up and service clear up. The general clear up is done when the breakfast and dinner is over. The service clear up is done when each guest of the restaurant is already finished the meal. Each of the tasks must be done by the waiter everyday.

#### B. Suggestion

After doing the job training for about one month, in Sahid Kusuma Hotel Solo, the writer would like to give some suggestion to the hotel management:

*commit to user*

1. Each staff must have good cooperation with the other staffs and other departments, because their jobs are connected to each other.
2. The hotel should provide more equipment to support the operational process.
3. The hotel should hold more special course for the employees who are not able to speak English fluently.
4. The restaurant and bar section specially, must have more integrated package, menu or event in order to increase the income.
5. The Food and Beverage Department should pay more attention to their food and beverage product.

