THE ACTIVITIES OF WAITERS AND WAITRESSES IN GAMBIR SEKETHI RESTAURANT AT KUSUMA SAHID PRINCE HOTEL

FINAL PROJECT REPORT

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

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MOTTO
"KEEP YOUR SMILE"

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DEDICATION

The final project is dedicated to:

♥ My beloved Parents
♥ My Brothers
♥ My lecturers
♥ My best friends

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PREFACE

The writer would like to say thanks to ALLAH SWT and all persons who have supported the writer in finishing this final project entitled “The Waiters and Waitresses Activities in Gambir Sekethi Restaurant at Kusuma Sahid Prince Hotel.” It contains detailed information about the duties and the manner of waiters and waitresses in Gambir Sekethi Restaurant at Kusuma Sahid Prince Hotel.

This report is relatively far from being perfect, so the writer needs suggestions from many sides in order to improve this final project. Finally, the writer would like to thank those that have given a lot of assistance from the beginning to the completion of this final project.

Surakarta, January 2012

Kumalawati

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Surakarta, 20 January 2012

Kumalawati
ABSTRACT


This report is based on the job training evaluation which was conducted at Kusuma Sahid Prince Solo from February to March 2011.

One of the important elements of tourism progress is hotel. Hotel industry is one of the service industries that play an important role in fulfilling and satisfying tourist. The restaurant is a part of the food and beverage department in the hotel. The waiters and waitresses are responsible to serve and to welcome the guests in the restaurant friendly.

The major aim of this final project is to explain and describe the duties of waiters and waitresses in the restaurant. They prepare equipment, handle the guests and clear up in the restaurant. The last aim of this final project is to know the manner of the waiters and waitresses in the restaurant, they must be respectful, careful, efficient and cooperative.

In the last chapter, the writer suggests to the waiters and waitresses in the restaurant to improve the service and the manager to make a good relationship with the employees in the restaurant.
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CHAPTER I
INTRODUCTION

A. Background

Sebelas Maret University consists of many Diploma Programs, and one of them is English Diploma Program. English Diploma Program is a Diploma Program that focuses on English study and it is located in Faculty of Letter and Fine Arts. The goal of Diploma Program is to prepare the student who ready to work when they have finished their study. The Diploma Program has three mainstreams that can be chosen by the students. They are Tourism, Public relation and Teaching. The student must choose one of them and do the job training to have the experiences in the real work field in sixth semester.

The writer chooses tourism in hotelier program. The writer hopes that she can have a lot of experiences about the job in the hotel. By choosing the hotelier program, the writer can also get the opportunity to get the job in the hotel.

Nowadays, hotel has become an important industry in Indonesia. Hotel industry can bring so many benefits for the government and society. Hotel industry takes an important role in Indonesia’s economic growth. So many tourists come to Indonesia and they stay at the hotel. Based on the fact above, it can be said that hotel industry can increase regional income.

Kusuma Sahid Prince Hotel Solo is one of five star hotels in Solo. The hotel has a traditional Java building. There are many reasons why the writer chooses Kusuma Sahid Prince Hotel to do job training especially in Gambir.
Sekethi Restaurant. Firstly, there are many tourists stay in the hotel, it gives a lot of chances to practice English for the trainee. Another reason is being a trainee for one month the writer could not only practice English but could also learn more about manner and about the hotel.

Kusuma Sahid Prince Hotel consists of many departments, such as Front Office Department, House Keeping Department, Food and Beverage Department, Marketing Department. The hotel must always give the best service. The hotel can provide good facilities and services from the other departments to satisfy the guests.

Food and Beverage Department is one of the hotel departments, which is responsible to handle the food and beverage for the guests during their stay in the hotel. The guest will be satisfied if the staff gives the best service. There are two divisions in Food and Beverage Department. The first division is Food and Beverage product which has responsibility in cooking and preparing the foods and beverages. The second division is Food and Beverage service which has responsibilities in servicing the foods and beverages for the guests who comes to the restaurant.

Gambir Sekethi Restaurant is one of the parts in Food and Beverage Department at Kusuma Sahid Prince Hotel. There are many activities in the restaurant. One of the staff’s activities is to serve the guests to make them satisfied. They always meet the guests and must always make conversation in the restaurant. The restaurant is the best field to do job training because there are
many tourists who stay in the hotel. It can improve the writer’s English skill because the writer should use English in daily communication.

B. OBJECTIVES

The report is written for the following objectives:

1. To explain and describe the duties of waiters and waitresses in Gambir Sekethi Restaurant at Kusuma Sahid Prince Hotel.
2. To explain and describe the manner of waiters and waitresses in Gambir Sekethi Restaurant at Kusuma Sahid Prince Hotel.

C. BENEFITS

According the background above, the benefits of the final project are:

1. To the writer
   
   The writer can have a lot of experiences, knowledge and skill about working in hotel.

2. To the Hotel
   
   This report can give some benefits to the hotel due to the information and improve the guest service at Kusuma Sahid Prince Hotel.

3. To the readers
   
   This report will be able to give information to the readers about duties of waiters and waitresses at Kusuma Sahid Prince Hotel.

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CHAPTER II
LITERATURE REVIEW

In this chapter, the writer discusses some literature reviews related to the topic discussed in this final project report.

A. Hotel

1. General definition about the hotel

People have their own definition of hotel. There are some definitions about the hotel;

According to the decree of tourism, post and communication Minister number KM.34/NK. 103/MPPT 87. Hotel is suatu jenis akomodasi, yang mempergunakan sebagian atau seluruh area bangunan untuk menyediakan jasa pelayaran, penginapan, makan, minum, serta jasa lainnya bagi umum yang dikelola secara komersial serta memenuhi ketentuan persyaratan yang ditetapkan dalam keputusan pemerintah”(Endar Sugiarto and Sri Sulartiningrum, 1999:9).

According to Sunyoto in his book entitled Hotel Information, “A hotel is as the inn, is an establishment held by proprietor as offering food, drink and sleeping accomodation without special contract to any travelers able and willing to reasonable some of money as a payment from the guest who is fit to be received”(Sunyoto, 2007:10).
Definition of hotel according to *Longman Dictionary of English and Culture*, “Hotel means building that provides room for people to stay in (usually for a short time) and usually also meals, in return for payment” (1998: 664).

Kodhyat and Ramaini stated in *Kamus Pariwisata dan Perhotelan* explains “Hotel means the company which prepares a service in accommodation, food, and other facilities in hotel for public, which fulfill comfort requirements and has a commercial purpose” (Kodhyat and Ramaini, 1992: 54).

According to SK Menteri Perhubungan No. Pm 10 / PW 301 / Phb 77), Hotel is accommodation managing commercial for every person to get the service, room stay, foods and drink.

2. Hotel Classification

Formally, criteria of classification are issued by government rules, Deparpostel and made by Dirjen Pariwisata SK: Kep-22/U/VI/78. Hotel can be classified based on many factors. The factors are:

2.1 Government or Association

Based on level of quality, hotel can be classified into:

a. One star hotel

Hotels in this classification are small and independently owned. One star hotel has at least 15 rooms. Each room has bathroom. The size of room is about 20m$^2$
b. Two stars hotel

In this classification, hotel has small to medium sized and offer more complete and extensive facilities than at the one star level. Two stars hotel has at least 20 standard rooms and 2 suit rooms. Each room contains of bathroom. The size of standard room is about 24m² and suit room size is about 44m².

c. Three stars hotel

In this classification hotel, all bedrooms have fully suite bath and shower rooms and offer a good standard of comfort and equipment, such as a hair dryer, direct dial telephone, toiletries in the bathroom. Three stars hotel has at least 30 standard rooms and 2 suit rooms. Each room contains of bathroom. The size of standard room is about 24m² and suit room size is about 48m².

d. Four stars hotel

The four stars hotel is a good business hotel. There are Internet facility in every room and a well-equipped business center, which manages transportation. The room service is satisfying and only somewhat expensive. Four stars hotel has at least 50 standard rooms and 3 suit rooms. Each room has bathroom. The size of standard room is about 28m² and suit room size is about 48m².
e. Five stars hotel

The five stars hotel is luxurious hotel. Five stars hotel also has expensive decorations, such as: fancy gyms, swimming pools and spas. The service is an international standard and all the interior design is seriously comfort and elegance. The hotel features are bathroom in each room, at least 100 standard rooms and 4 suit rooms. The size of standard room is about 26m$^2$ and suite room size is about 52m$^2$.

2.2 The Service

Hotel can be classified into many types. Types of hotel can be differentiated by certain categories. The types of hotel based on the room rate system:

a. Full American Plan (FAP)

The room rate of this hotel is including three times of meals.

b. Modified American Plan (MAP)

The room rate of this hotel is including two times of meal. The meals are breakfast-lunch or breakfast-dinner.

c. Continental Plan (CP)

The room rate of this hotel is including continental breakfast.

d. Bermuda Plan (BP)

The room rate of this hotel is including American breakfast.
e. European Plan (EP)

The room rate of this hotel is not including meal

**B. Food and Beverage Service**

Food and Beverage Service is the department of a hotel that has biggest income. This department’s function is to manage and to serve food and beverage into the guests. It has four sections; they are restaurant, bar, banquet and room services.

a. Restaurant

Restaurant is a place that offers facilities of food and beverage for the guest staying at the hotel or from the outside of hotel.

There are three types of menu service in the hotel Restaurant. They are A'la Carte Menu, A'la Table D'hote and Ala Buffet:

According to Charles J. Melka, Ph.D, A'la Carte Menu "is a menu of which each item on the menu is ordered, prepared and priced separately". *(Endar Sugiarto and Sri Sulartiningrum, 1999:106)*

According to Ibid, A'la Table D'hote Menu "is a fixed-price meal. A complete meal from appetizer to dessert as listed on the menu list for a set price" *(Endar Sugiarto and Sri Sulartiningrum, 1999:107)*.

Ala Buffet is a service where the menu prepared completely from appetizer to dessert on the buffet table. It is usually used in breakfast time.
In the restaurant, there are several menus prepared in breakfast time, lunch time and dinner time.

1. Breakfast time
   - Hot coffee or hot tea
   - Fresh fruit
   - Egg (fried egg, omelette, scramble egg)
   - Bread, pancake, cereal
   - Bubur ayam, lumpia, rice
   - Es buah

2. Lunch time
   - Juices (watermelon, papaya, apple, melon, avocado)
   - Cream soup, clear soup,
   - Salad
   - Javanese food (Nasi goreng, rawon, nasi pecel, gudeg, semur daging, soto, etc)
   - Ice cream

3. Dinner time
   - Hot chocolate, nescafe, hot milk, tea
   - Dinner roll
   - Rice
   - Steak, meat, fish
b. Bar

A hotel has also special section in offering alcoholic and non-alcoholic beverages, it named the Bar. Based on the function and service, bar can be divided into two types. They are Public Bar and Mini Bar. A Public Bar is a place where the guest can drink and see directly how the orders are prepared. It serves by the Bartender. Usually, there is bar counter between Bartender and the guests. The Minibar is a service of beverages in the room. The guests can choose several of beverages prepared in the mini refrigerator in the room.

c. A banquet

A banquet is a part of the hotel that serves operational function in the hotel that is prepared based on the agreement with the customers or organization. The sequences of agreement with the customer are: Date, day and time of event, amount of participant, kind of event desired, sequence of event cooperation, room set up, service system, additional facilities, and payment system.

Type of banquet can be classified into three aspects. They are purpose of event, kind of event, and set up model.

- The types of banquet based on purpose of event, such as: wedding party, Birthday party, seminar, product launching, fashion show, Idul Fitri celebration, Christmas Party and Opening Ceremony.
- The types of banquet based on kind of event, such as: Standing Party, Cocktail Party, Standing Buffet, Barbeque Party, Sitting Party, and Sitting Buffet.
The types of Banquet based on Set up Model, such as: Theater Style, Classroom Style, Restaurant Style, and Conference Style.

d. Room Service

A room service is a section of Food and Beverage Service that handles the Food and Beverage selling in the guest room. There are two ways for the guest to reserve food and beverage to the room service by telephone and by doorknob menu. If the guest considers eating in the room, they can use the doorknob menu which has been provided by the room boy. They should write correctly the kind of food or beverage, quantity of food and beverage, date of reservation, time of serving, room number and guest signature. The guest chooses to order by phone because of the effectiveness.

Room service has two type of service in serve the guest. They are tray service and trolley service.

- Tray service is the service where the food and beverage are sent to the room of tray. This service used if guest have order are in less quantity.

- Trolley service is a service where the food and beverage sent to the room using trolley. Usually, this service used if the order is in big quantity.
C. Restaurant in the Hotel

Restaurant is an important part of the hotel that has big incomes. 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, PhD "Coffee shop is a commercial food and beverage facility designed to offer the customer a meal or snack in an informal atmosphere without the service, variety, or cost associated with a restaurant and at those times when a restaurant may not be open" (Endar Sugiarto and Sri Sulartiningrum, 1999:9).

2. The restaurant height must be higher than the guest's room

3. The restaurant location must be near the kitchen and completed with one-way door for entrance and exit.

4. Restaurant is completed with air conditioner and the international standard set up such as plate, knife, spoon, fork, cup, water goblet, napkin and condiments.

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

A formal dining room is a high-class restaurant in the hotel. It consists of Rotisserie, grill, Cabaret or supper clubs.

- Rotisserie is the exclusive restaurant where the guest can see the cooking process directly.

- Grill is the restaurant that only prepare for steak and chops.

- Cabaret or Supper Clubs is the restaurant that opens in the mid night and provides live music.

b. An informal dining room

An 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 and Room Service.

- Coffee shop is a commercial food facility designed to offers the customer a meal or snack in an informal atmosphere.

- Tavern is a small restaurant inside the hotel; beer and wine are the main beverages.

- Cocktail lounge is a facility that offer customer place to have drink in a relatively quite.

- Pool snack bar is a small bar counter located near the swimming pool in a hotel.
• Room service is a service to the hotel guests where the food and beverage delivery to the guest's room.

c. A specialties restaurant

A 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.

D. Waiter and Waitress

1. Definition of Waiter or Waitress

A waiter or waitress is a person who take orders and serve food in restaurant. They are usually assigned to serve a certain number of tables (called a station) by the restaurant manager, the host or hostess, or the headwaiter. Waiter or waitress gives a copy of the restaurant's menu to each customer and sometimes explain how the different meals on the menu are prepared. Waiter and waitress becomes an important part in food and beverage service department especially in restaurant.

Waiters and waitresses are responsible to serve food and beverage which is ordered by the guest. They manage, handle and prepare all the guest needs in the restaurant professionally. Guest satisfaction is the purpose of the waiter and waitress job and they have to able to handle guest complain.

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2. **Requirement of being Waiter or Waitress**

There are several requirements that must be fulfilled by a professional waiter or waitress, in doing his/her job. The requirements;

a. **Physical requirements**
   - Having knowledge about hotel and restaurant
   - Having a normal sense of hearing
   - Having well taken care of teeth and nails
   - Having a good looking performance
   - Fee from the physical defects
   - Always fasten he attributes such as: dark shoes, name tag, etc

b. **Non Physical requirements**
   - Honest
   - Confident
   - Friendly
   - Creative
   - Hard worker
   - Having a good capability
c. Negative attitudes that must be avoided by waiter or waitress:

- Forgetting to say thank you
- Ignoring guest want
- Sitting while doing a job
- Smoking in the rest area
- Eating in the front of guest or staff
- Sleeping while they are working
- Unresponsible in doing the job
- Doing the other bad behavior
- Making the menu list dirty
- Talking to the guest while they are eating
CHAPTER III

DISCUSSION

A. General Description of Kusuma Sahid Prince Hotel Solo

1. History of Kusuma Sahid Prince Hotel Solo

Kusuma Sahid Prince Hotel is a five stars hotel that is located in Jl. Sugiyopranoto 20, Solo. It was the legacy of Pakubuwono X, the king of Solo from 1933 to 1939. He had a title as Kanjeng Gusti Pangeran Haryo Kusumo Yudho. He gave his title and his palace in the north of Surakata Palace (Ndalem Kusumayudan) to his son, Pangeran Bei who became Pakubuwono XI.

Ndalem Kusumayudan was bought by PT SAHID & CO in 1970. PT SAHID & CO planned to build and renovate Ndalem Kusumayudan into a big hotel.

On October, 26th 1974, the hotel was inaugurated by Gusti Mangkunegoro VII, continued with making an epigraph taken by the Sukamdani Sahid Gito Sardjono as the President Director of Sahid Group. The minister of Transportation inaugurated it again On July, 8th 1977 under the name “Kusuma Sahid Prince Hotel”.

Kusuma Sahid Prince Hotel has eight departments. They are Front Office Department, Human Resource Department, Food and Beverage Department, Housekeeping Department, Engineering Department, Marketing Department, Accounting Department and Laundry Department.
In the first operation, Kusuma Sahid Prince Hotel just had 34 bungalow rooms. In October 1977, the hotel added 18 cabanas rooms (the rooms facing to the swimming pool directly) a swimming pool and a mosque. In July 1980, the hotel was reconstructed by adding 36 moderate rooms.

This hotel is very strategic because it is only about 2 kilometers from Balapan Railway Station. About 2.5 kilometers from Tirtonadi Bus station and about 7 kilometers from Adi Sumarmo Airport.

2. Departments of Kusuma Sahid Prince Hotel Solo

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 checkout 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 cleanliness 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.
3. The Main Facilities in Kusuma Sahid Prince Hotel Solo

As a five stars hotel Kusuma Sahid Prince Hotel Solo has various facilities. They are:

1. Guest Room

   a) 36 standard Moderate Rooms (The rooms are facing the garden)

   b) 18 Standard Cabanas Rooms (The rooms are facing the swimming pool)

   c) 25 Superior rooms (The rooms are larger room than standard rooms. It contains special furniture)

   d) 13 Executive Suite Rooms (Deluxe suit rooms with a living room)

   e) 6 Prince Suite Rooms (The deluxe suite rooms in Bungalow with a living room)

   f) 2 Luxurious Rooms (The exclusive rooms completed with private bath room and guest bath room)

   g) Indraloka Royal Suite Room ( The former of prince Bernhard and Princess Juliana from Holland)

2. 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

3. 24 hour room service

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

4. Gambir Sekethi Restaurant

This restaurant provides many kinds of menus such as Javanese food, Chinese food and Western food for breakfast, lunch and dinner. It opens 24 hours to serve the guest.

5. Madugondo Bar Lounge

This bar opens from 09.00 pm until late 12.00 pm. It is completed with live music. Madugondo Bar offers cocktails, mock tails, liquor, any kinds of beers and snack.

6. Tirtasari Sunken Bar

The guest can enjoy fruit juice and soft drink around the swimming pool.

7. Moneychanger

This moneychanger opens 24 hour. It is provide any kind of money.

8. 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.

9. Souvenir Shop

Souvenir Shop in Kusuma Sahid Prince Hotel Solo provides many kinds of handicraft, wood carving, batik, etc.
10. Laundry and dry cleaning.

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

11. Fitness Center

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

12. Internet

Kusuma Sahid Prince Hotel Solo provides Aloha Internet Cafe which is available for everybody. It is open from 06.00am until 11.00pm.
B. Organization Structure of Gambir Sekethi Restaurant

From the organization chart above the writer would like to describe the job section in Gambir Sekethi Restaurant, as follows:

1. The job description of restaurant manager

   The job includes managing of all activities in restaurant, arranging monthly forecast for all food and beverage service, educating her staff,
handling complaints from the guest, making schedule of the staff and responsible directly to general manager

2. The job description of assistant manager

The job includes assisting the job of restaurant manager, replacing job of the manager when he is taking annual leaves, sick, days off or public holidays, coordinating the crew and responsible directly to restaurant manager.

3. The job description of restaurant captain

The job consists of managing restaurant operation and the crew to arrange new plans for restaurant daily duties, supervising restaurant crew during activities, controlling table set up and all food service, receiving and manage table reservation,

Besides managing restaurant crew to attend food and beverage meeting, the other jobs of captain are greeting the guest and please them to take a seat, writing guest’s order in captain order slip, serving guest and supervising the waiter and waitress.

4. The job description of the waiters and waitresses

The job includes preparing tools, cutleries and accessories of the restaurant tables at the side board, managing and cleaning the table and serving the guest’s order.

The other jobs of waiters and waitresses are helping captain in receiving guest, redecorating the table after the guest leaves the place, waiting for the guest order and follow them up, observing the guest in case
to anticipate if they want to have another thing and redecorating the restaurant set up in order to make the restaurant look interested.

C. The Duties of Waiters and Waitresses in Gambir Sekethi Restaurant

There are many duties of waiters and waitresses in hotel, especially in Kusuma Sahid Prince Hotel Solo. Waiters and waitresses 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. All of restaurant crews 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 or waitresses 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, they must be responsive to come and refill with the new fresh water. Another example is when the plate and cutleries finished, they 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 (11.00pm —07.00am).
There are some duties of waiters and waitresses in Food and Beverage Department especially in Gambir Sekethi Restaurant covering; preparing equipment, handling the guest and clearing up.

1. **Preparing equipment**

   There are two steps in preparing equipment, namely pre-set up and general set up.

   a. Pre-set up

   Before doing set up for breakfast or lunch or dinner, the waiters/waitresses have to prepare all equipment which is 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 set up equipment is dessert plate, dessert spoon, dessert fork, and dessert knife. The lunch and dinner set up have the same equipment; they are dinner plate, dinner fork, dinner spoon and dinner knife.

   After all of the properties have been prepared, the waitresses 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 waiters/waitresses must check and polish the table and glasses before the guests come.

   b. General set up

   General set up is an activity when all restaurant crews do their own duties in order to prepare the restaurant. There are two kinds of general set up, 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
knifes on the dining table. The guests have to order the food first and after the food is ready, the waiters/waitresses 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 and waitresses in restaurant. The waiter and waitress must stand in the front of restaurant in order to wait the guest who likely comes. While the guest is entering Gambir Sekethi Restaurant they start their service performance. At the first time the waiters/waitresses let the guests choose their table/seats and help the guests to seat. And then, they come to the guest and give some help by offering menu. After getting order from the guest the waiters/waitresses have to go to the main kitchen and give it to be processed as soon as possible. After everything is ready, they 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 waiters/waitresses have to clear all of the equipment from the table. If the equipment is not used again, the waiters will return it in the storage room,

b. Service clearing up

Service clearing up is an activity done by the waiter/waitress when the guests have already finished their food. When the guests have finished their food, the waiter/waitress will come toward them to take the plate, spoon, fork, knife, etc in a short moment. If there are many guests, the waiter/waitress must take many of plates, spoons, forks, etc in one moment-one person-one hand therefore the waiter has to be quick and skillful.

D. The Manner of Waiters and Waitresses in Gambir Sekethi Restaurant

The capability of waiters and waitresses in giving the service to the guest can be seen from their manner. They have to develop the manner to be a good waiter/waitress in serving the guest, because the main purpose of Hotel is to satisfy the guest. The step of showing manner is as follows:

1. Respectful

Good waiters and waitresses have to respect the guest when they serve them. If they respect the guest, they will make a good impression. The guest will feel comfortable when they are in the restaurant and hotel. When the waiters/waitresses make a conversation with the guest, they must bend their
body next to the guest and should not stand too close to the guest to make them feel comfortable when they talk with the other guest.

2. Careful

When the waitres/waitresses are doing their job, they must be careful and they have to be able to do the job based on the procedure. They should not take care of the goods in a hurry when they bring the food beverage. They also should be careful in using the tools and equipment because most of them are fragile, breakable and expensive.

3. Efficient

The waiters/waitresses should consider everything they do in order to make their activities become perfect. For example they must use the efficient way to walk when they serve the guest. Sometimes the distance between the restaurant and the kitchen is far, so that they must know the strategy to handle it, in order not to make the guest wait for their order not too long.

4. Cooperative

Every waiter/waitress in hotel must be able to cooperate with the other staff because they have the same purpose, to serve the guest and create guest satisfaction. Therefore, the waiters and waitresses cannot work alone. They must be able to cooperate to serve the guest. A waiter/waitress can learn from the other good staff. They can also learn from the mistakes made by the other staff.
CHAPTER IV

CONCLUSION AND SUGGESTION

A. Conclusion

In this last chapter, the writer concludes the duties and the manner of waiters and waitresses in Gambir Sekethi Restaurant at Kusuma Sahid Prince Hotel Solo.

Basically, the duties of waiters and waitresses in Gambir Sekethi Restaurant consist of three main parts. The first part is preparing equipment, such as; cutleries, plate, table cloth, cup, goblet, etc. 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 waiters and waitresses because it is one of the factors that affected the image of the hotel. The last duty is clearing up the equipment. The process is divided into two parts, namely general clear up and service clear up. The general clear up is done when the breakfast time and dinner time are over. The service clear up is done when each guest of the restaurant has already finished the meal. Each of the tasks must be done by the waiters or waitresses everyday.

The quality of waiters and waitresses can be seen from their manner in serving the guest. The important manners are respectful, careful, efficient and cooperative.

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B. Suggestions

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

1. Waiters and waitresses
   
The waiters or waitresses should be able to promote the products well, in order to increase the hotel revenue, especially from food selling and improve the service.

2. The manager
   
The manager has to make a good relationship and good cooperation to the employee in order to make the employee feel comfortable.
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