THE ROLE OF PASTRY SECTION TO FOOD AND BEVERAGE OUTLETS IN SAHID JAYA HOTEL SOLO

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

“Forget about all the reasons why something may not work. You only need to find one good reason why it will.”

(Dr. Robert Anthony)

“No matter what happens to you, the value of you will never change.”
DEDICATION

This final project is dedicated to:

- My Parents
- My Brothers
- Sahid Jaya Hotel Solo
- All of my friends

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PREFACE

In thanks giving for the blessings of Allah SWT, the final project entitled "THE ROLE OF PASTRY SECTION TO FOOD AND BEVERAGE OUTLETS IN SAHID JAYA HOTEL SOLO" can be finished by the writer with limited knowledge and information held by the writer.

The final project was made to fulfill the requirements in obtaining the English Diploma Program. The final project describes about the role of pastry section to food and beverage outlets in Sahid Jaya Hotel Solo. The writer realizes that the report is far from perfect. The writer appreciates advices and suggestion to construct this report.

The Writer
ACKNOWLEDGEMENT

Alhamdulillahirobil’alamin, the first of all I would say a lot of thanks to Allah SWT, Who has given me everything to finish this final project. In conducting this report, I got some helps from many people. As a result, I would like to say my appreciation to:

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ABSTRACT

Tri Wibowo. 2012. THE ROLE OF PASTRY SECTION TO FOOD AND BEVERAGE OUTLETS IN SAHID JAYA HOTEL SOLO. English Diploma Program, Faculty of Letters and Fine Arts, Sebelas Maret University.

This final project is based on the job training in the pastry section of Sahid Jaya Hotel Solo. The objectives of this final project report are to describe the job description of pastry section in Sahid Jaya Hotel Solo, to explain the responsibilities of pastry section in Sahid Jaya Solo Hotel, and to describe the role of pastry section to food and beverage outlets in Sahid Jaya Hotel Solo.

Based on the observation, job shift in Sahid Jaya Solo Hotel is divided into three shifts. The duties of trainee in the pastry section of Sahid Jaya Solo Hotel are due to the shifts: morning shift, evening shift, and night shift. From the observation and interview done by the writer, the pastry section has main responsibility, it is responsible in preparing breakfast, coffee break, lunch, dinner, snack, cake and bread for the guest in the hotel. Besides the responsibility; the pastry section has role to food and beverage outlets, such as: Banquet section, Sekar Jagad Pub, Ratu Ratih Restaurant, and Truntum Cake & Bakery Patisserie. For banquet Section, the pastry has role to provide a coffee break snack and the dessert for the banquet events. For Sekar Jagad Pub; the pastry has a lot of role to the Sekar Jagad Pub, such as the pastry should prepare the snacks to be served to singers in The Sekar Jagad Pub everynight, if there is event in the Sekar jagad pub, the pastry has role to serve appetizer and dessert, and if there are breakfast, lunch, and dinner in the Sekar jagad pub, the pastry is responsible to serve the pastry products to guest. For Ratu Ratih Restaurant, the pastry has role to serve the breads to have breakfast to guest. Sahid Jaya Hotel Solo has pastry shop, namely Truntum Cake & Bakery. The pastry has role to supply the products to be sold in the shop, such as cake, bakery, and snack.
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PERANAN BAGIAN PASTRY DI OUTLET DEPARTEMEN FOOD AND BEVERAGE HOTEL SAHID JAYA SOLO

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ABSTRAK

Tugas Akhir ini dibuat berdasarkan magang di Pastry, Hotel Sahid Jaya Solo. Tujuan dari pembuatan Tugas Akhir ini adalah untuk mendeskripsikan Divisi Pastry di Hotel Sahid Jaya Solo, untuk menjelaskan tugas Pastry di Hotel Sahid Jaya Solo, dan untuk mendeskripsikan peranan Divisi Pastry untuk outlet di Departemen Food and Beverage Hotel Sahid Jaya Solo.


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THE ROLE OF PASTRY SECTION TO FOOD AND BEVERAGE OUTLETS IN SAHID JAYA HOTEL SOLO

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CHAPTER I
INTRODUCTION

A. Background

Nowadays, development in many countries is more oriented to services and industries sector, including tourism sector. The sector participates to increase foreign exchange and society income. Besides creating jobs in primary and secondary sector, tourism also creates the tertiary sector. There is an interaction between tourism activities and society activities in tourism sector. The interaction occurs especially between the tourists and the society living around the tourist attraction. The tourists’ needs are serviced by the society.

Surakarta is one of destinations which are chosen by tourists to leisure. Surakarta, known as Solo city, is located in fertile plain along Bengawan Solo River. Solo offers several of tourist attractions, such as: natural, culinary and cultural attraction (man-made attraction). Today, the number of tourists who visit to the city always increases, because the local government of Solo always tries to maintain and preserve the tourism sites and promotes harder them to public over the years. Solo is known as the centre of Javanese culture and tradition. Solo has a slogan “Solo, The Spirit of Java” in tourism industry. It is the effort in tourism marketing to promote the tourists attractions to tourists and as image building that Solo is central of Javanese culture.

There are 4 elements of tourism, namely: amenity, activity, accessibility, and attraction. Hotel is included in amenity element, especially in one of the amenity

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elements called the accommodation. Amenity is things which are used to support the activities of tourists. When tourists visit the tourist attraction, sometimes they will stay over-night or more in the place, therefore they need accommodation, such as hotel. Hotel is the vital element and the hotel has given the biggest income in tourism industry. Hotel is not only offering rooms as the main product which is sold to guests, but also it offers many facilities. Another facility in standard hotel is a restaurant, so we can order food and beverage, without going to other restaurants outside the hotel. If we travel and have meeting, we can use a conference room. And the other facilities of hotel are bar, fitness center, barber shop, spa, etc.

Besides staying over night in hotel, the guests also need food and beverage. Food and beverage department is a department which serves food and beverage to the guest in a very attractive and pleasing manner, which creates good impression on the guest. There are several kinds of food and beverage outlets like restaurants, bars, coffee shops, banquets etc. They are second most revenue producing department of the hotel by selling different types of food and beverage to the guest. Food and beverage department has several divisions, namely: main kitchen, outlet kitchen, butcher, cool kitchen and pastry.

Pastry is one of sections in food and beverage department. The section is responsible in preparing breakfast, coffee break, lunch, dinner, dessert, snack, cake and bread. The pastry cooperates with the food and beverage outlets to give the best service to consumers. For example: the pastry needs restaurant as place to
serve breakfast, lunch, and dinner; the pastry also needs other outlets of food and beverage to serve other products.

By considering the important role pastry section in Sahid Jaya Hotel Solo and the function the section to food and beverage outlets, the writer made a final project entitled “The Role of Pastry Section to Food and Beverage Outlets in Sahid Jaya Hotel Solo”.

B. Objectives

1. To describe the job description of pastry section in Sahid Jaya Hotel Solo.
2. To explain the responsibilities of pastry section in Sahid Jaya Solo Hotel.
3. To describe the role of pastry section to food and beverage outlets in Sahid Jaya Hotel Solo.

C. Benefits

It is expected that this project report will give advantages to:

1. The writer

   The writer gets much knowledge about the job description and the role of pastry section to food and beverage outlets in Sahid Jaya Hotel Solo.

2. The readers

   The readers get additional knowledge about the function of the pastry and the food and beverage outlets, especially in Sahid Jaya Hotel Solo.

3. Sahid Jaya Hotel Solo.

   This report is expected to give an input to Sahid Jaya Hotel Solo to increase their quality of product and service.

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CHAPTER II

LITERATURE REVIEW

In chapter II, the writer is going to discuss the literature review related to the topics of the final project. Here, three topics are presented; hotel, food and beverage outlets, and pastry.

A. Hotel

A.1. Definition of Hotel

A hotel is an establishment that provides paid lodging on a short-term basis. The provision of basic accommodation only consists of a room with a bed, a cupboard, a small table and a washstand in past times. Today, the large hotels may provide additional guest facilities such as a restaurant, swimming pool, fitness center, business center, childcare, conference facilities and social function services. Hotel rooms are usually numbered to allow guests to identify their room.

According to the Decrees of Minister of Tourism and Telecommunication No. KM 34/PW.103/MPPT-87, “Hotel is an accommodation using a part or a whole of building to provide lodging, food and beverage and other support services for the public commercially organized.”

Charles E Stedman and Michael L Kasavana explain that hotel is an establishment which primary business is providing lodging facilities for the general public and which furnishes one or more of the following service: Food and Beverage Service, Room attendant Service, Uniformed Service, Laundry
Service of Linens, and use furniture and fixture. (EndarSugiarto and Sri Sulartiningrum, 2003:8).

According to Glolier Electronic Publishing Inc., “Hotel is a commercial industry which prepares inn, food, and other services for public”. (Sulastiyono, 1999, p.3).

A.2. Hotel Classification

According to the Decrees of Minister of Tourism and Telecommunication No. 22/U/VI/1978 (Endar Sri, 1996:9), hotel is classified into star symbol between 1-5. If the hotel has many stars, it means that the hotel has more quality. The evaluation is done every three years with procedure and its fixing done by General Directorate of Tourism.

The hotel is classified based on with consumer’s needs and characteristic of the consumers (Tarmoezi, 2000). General categories of hotel include the following:
1. Based on the number of rooms:

   According to Tarmoezi (2000:3), based on the number of rooms, hotel can be divided:

   a. Small Hotel: Hotel which has 28 rooms and less may be termed as small hotel.

   b. Medium Hotel: Hotel which has about 28-299 rooms is known as medium sized.
c. Large Hotel: Hotel which has more than 300 rooms is termed as large hotel.

2. Based on the location

According to Endar Sugiarto and Sri Sulartiningrum (2003), based on the location, hotel can be divided:

a. City Hotel: A large hotel which is located in a big city.

b. Urban Hotel: A hotel which is located in village.

c. Suburb Hotel: A hotel which is located at the edge of the city.

d. Resort Hotel: A hotel is located near a tourism resort.

e. Airport Hotel: A hotel which is located in an airport.

3. Based on the plan usage of hotel

According Endar Sugiarto and Sri Sulartiningrum (2003), based on the plan usage of hotel, hotel can be divided:

a. European Plan

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

b. American Plan

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

c. Continental Plan: A plan system where the room rate include a continental breakfast.

d. Bermuda Plan: A hotel plan system where the room rate includes once American breakfast.
A.3. Departments of Hotel

According to Clayton W. Barrows (2009), the departments in five-star hotel consist of ten departments, they are: Front office department, House keeping department, Food and Beverage department, Security department, Engineering and maintenance department, Human resource department, Accounting Department, Marketing and Sales Department, Laundry and Dry Cleaning Department, and Public Relation Department. The all departments have the different functions and they are as follow:

a. Front office department

It is the most important department of the hotel. The main function of this department is to give warm welcome to the guest. It helps to create good image in front of the guest. This is the first department where guest comes in contact with. It generates the maximum revenue for the hotel as it sells room to the guests.

The front office functions can be divided into five general areas: reservation, mail and information, concierge, cashiers and night auditors. The responsibilities of the front office department are:

1. Welcoming the guests,
2. Carrying their luggage,
3. Helping the guests to register,
4. Giving the guests their room keys and mail,
5. Answering questions about the activities in the hotel and surrounding area,
6. Checking the guests out.
b. **Housekeeping department**

This department is responsible for cleaning and maintaining hotel premises which include public area, guest rooms, lobby, swimming pool area etc. Generally, this department is not visible to the guest. It works for guest satisfaction through keeping the environment clean and hygiene. Horticulture is one of the most important features of housekeeping department which deals with different types of flower arrangement and maintaining the garden. This department works to give pleasant look of the hotel to the guest. Housekeeping department is responsible for the cleanliness and upkeep of the entire hotel and public areas. The following things are considered:

- Ensuring all fixtures and furniture is in proper working condition.
- Supplying of clean linens and good amenities to the guest room.
- Coordinating with the other departments for the smooth operation.
- Providing room for occupancy
- Scheduling periodic cleaning of the hotel and guest rooms.

c. **Food and Beverage department**

Food and beverage department is a part of hotel that manages and is responsible to the product and service of food, beverage and others to the guest who will stay in the hotel. Food and beverage department can be divided into two divisions, they are: Food and Beverage Service and Food and Beverage Production.

i. **Food and Beverage Service:**
It is a department which serves food and beverage to the guest in a very attractive and pleasing manner, which creates good impression on the guest. There is several kind of food and beverage outlet like restaurants, Bars, Coffee shops, take away banquets etc. It is second most revenue producing department of the hotel by selling different types of food and beverage to the guest. This department is responsible for the service of food and beverage items prepared in the kitchen as per the guests order. There are different levels of staffs responsible for the supervision and performance of the work.

The responsibilities of food and beverage service department are as follows:
1. Taking the order by presenting the menu,
2. Serving the guests order according to their demand,
3. Maintaining the hygiene and cleanliness in the outlet, and
4. Training the staffs.

ii. Food and Beverage Production:

It is a department with deals with the preparation of different types of food items. It is not a visible department to the guest because it usually works in the back area. It makes the food more delicious and attractive by different styles of cooking method. Different cuisine has their own kitchen and specialized chef to work on it according to their skills. Pastry departments comes under this which include preparation of desserts, breads etc.

This department is responsible for the production of food and beverage items as per the guests order. A kitchen is fully equipped with skillful chefs
who can prepare the recipes according the demand of the guests. There are various ranges in the job as per the skills, experience and knowledge. Some of the responsibilities of production department are:

1. Preparing the food and beverage items which are ordered by the guests in the specific time.
2. Checking the quality of the food.
3. Controlling the wastage through the portion control and cost control.
4. Purchasing and storage of the raw materials in an appropriate way.
5. Managing the work load among various staffs in the kitchen.

d. **Security department**

This department works for maintaining the safety and security of the guests, staffs and the entire hotel properties. Security department comes into action when there is theft, fire, and any emergency cases. The department is also responsible for the lost and found procedures also.

Security division personnel are usually screened from in-house personnel, security officers or retired police officers, across certain physical skills, and prior experience. Some of the functions of the security division are:

1. Patrolling the property,
2. Monitoring supervision equipment, and
3. Ensuring safety and security of guests, visitors, and employees.

e. **Engineering and maintenance department**

This department maintains the property’s structure and grounds as well as electrical and mechanical equipment. Some hotels might have this division
under different names, such as maintenance division, property operation and
maintenance department. This department is responsible for the
maintenance and repair of the damaged items. For example, plumbing, repair or
the a/c, furniture, fixtures etc.

f. *Human resource department*

This department is responsible for the hiring and firing of the staff, maintaining
rules and regulations of the hotel, providing uniform and identity cards for the
staff, training program etc. Some of the duties of the human resources division
are listed below:

a) Handling external & internal recruitment,
b) Calculating employees' salaries, compensation, and tax withholding,
c) Administering employees' paperwork, monitors attendance,
d) Maintaining good relations with Labor Unions,
e) Ensuring employees' safety and working conditions.

g. *Accounting Department*

This department is responsible for maintaining the financial statements and
reports of the entire hotel. It is responsible for the calculations of the total
profit or loss of the hotel. The accounting department monitors the financial
activities of the property. Some of the activities that are undertaken in the
accounting department are: pays outstanding invoices, distributes unpaid
statements, collects amounts owed, processes payroll, accumulates operating
data, compiles financial reports, makes bank deposits, secures cash loans and
performs other control and processing functions.

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**h. Marketing and Sales Department**

A typical hotel should usually have marketing & sales department. However, if the staff size, volume business, hotel size, expected group arrivals is low enough, the hotel might have marketing staff placed under the reservation department. A typical marketing & sales department is composed of four different departments: sales, convention services, advertising, and public relations.

**i. Laundry and Dry Cleaning Department**

Laundry and Dry Cleaning Department in hotel has responsible to wash and clean the clothes brought by the consumer to laundry and dry cleaning service to be washed and cleaned.

**j. Public Relation Department**

The public relation department is a team of dedicated, passionate, communications and marketing professionals that strive to do business differently. The Public Relations Society of America (PASA), founded by Richard Rotman, defined public relations in 1982, “Public relations help an organization and its public adapt mutually to each other. The aim is often to persuade the public, investors, partners, employees and other stakeholders to maintain a certain point of view about the company, its leadership, and products or of political decisions.
B. Food and Beverage Outlet

Food and Beverage Service is the service of food made in kitchen and drinks prepared in the bar to consumers (guests) at food and beverage premises, which can be restaurants, bar, hotel, airlines, cruise ships, trains, companies, schools, colleges, hospitals, prisons, takeaway, etc.

According to Santosh Koripella, Food and Beverage outlets might have the following forms:

1. Restaurants

   Restaurant is place where Food and Drinks is served. There are various types of Restaurants:

   a. All day dining Restaurants

      They are sometimes called Coffee Shop or Cafes in hotel. They are usually big size in many Covers (seat), compared to other restaurants in the same hotel. The main reason why they are called all day dining Restaurants is because of their hours of operation, as they are open for breakfast in the morning, Lunch in the afternoon and Dinner in the evening.

   b. Fine dining Restaurants

      Fine dining Restaurants are characterized by their elaborate and exclusive menu with special emphasis on the very high quality food they serve. The emphasis being on fresh ingredients and natural flavor or on the type Cuisine served, or both. Usually the operation of this hotel revolves around the Head Chef or Chef de Cuisine of this Outlet.
c. Specialty Restaurants

These are restaurants which usually have a type National or Regional Character or Cuisine attached to them, for example: Italian Specialty Restaurants, Chinese Specialty Restaurants etc. in some hotel they do also sometime have Multi Cuisine Specialty Restaurants, which literally means that Restaurants serves cuisine from more than one country, or Dishes on the Menu at that Restaurants has Food Specialties from many different countries.

2. Lounge

Lounges can be found in different hotels. Their main purpose is to offer Food and Drinks in relaxed surroundings with comfortable and cozy seating in relaxed surroundings. There are many kinds of lounges ranging from a Lounge in Lobby, Cocktail Lounge and Cigar Lounge to Executive and Club Lounge in special Floors.

3. Bar

Bar is place where drinks are served. There is usually small Snack Menu too. The service is fast and quick. There are various kinds of Bars ranging Formal bars to Club bars, Pubs, Pool bars, Wine bars, Cocktail bars, Beach bars to Juice bars and many more.

4. Discotheque/Nightclub

There are outlets where Music and Entertainment takes priority with the Food and Drink. The operation is very fast and the guest numbers is very large.
Security is important aspect in these operations. Music and entertainment can range from DJ to live bands playing.

5. Room service/In Room Dining

Room service is also known as In Room Dining. It is the service of food and drink in guest room in a hotel or a resort. Depending in size and type of hotel or resort its functions vary.

6. Meeting and Conference Rooms

Meeting and Conference Rooms together with Ball Rooms come under the Banquet and Conference Section. They are a great source of Revenue in Food and Beverage Department in Corporate and City Hotels. MICE (Meetings, Incentives, Conferences, and Exhibitions) can alone bring much revenue in some hotels in comparison to other outlets in hotel.

7. Ball Rooms

These are large Function Rooms which are primarily used for Functions and Weddings. The staffing ration of Full Time Staff in this section is very less as the Function and Wedding Business can sometimes be seasonal and extra staff is usually filled in by the use of Casual Staff. This section is the most dynamite section in Food and Beverage with the Conference section, which is more physically demanding and creatively oriented.

8. Delicatessen

Delicatessen or Deli traditionally had been a place where fresh meat and other produce were available. Hotels nowadays use this concept of having a Deli on their premises, where guest can buy fresh produce ranging from Freshly
Baked Bread, Cold Meat, Fresh Salads, Cakes, Home Made Ice Creams and light and healthy drinks.

9. Others

There are many other Food and Beverage Outlets ranging from Fast Food Outlets to Food Court and Snack Bars which are usually stand alone or in shopping center. (http://www.test-best.com/courses/other-B, accessed on June 3rd, 2012 02:34:06 p.m.).

C. Pastry

C.1. Definition of Pastry Division

Pastry division is responsible in preparing breakfast, coffee break, lunch, dinner, snack, cake and bread for the guest in hotel. Pastry is commonly known as baked goods made of dough, flour, butter, and eggs. But for recent years, pastry is also called as a place where bakery products are made. In hotel, pastry is a part food and beverage department which has responsible to produce bakery products, appetizer and dessert.

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

Bartono (2005: 104) states that “Pastry is a part of kitchen which responsible in providing a bakery product, such as bread, cakes, ice cream and kinds of dessert.”
Pastry is differentiated from bread by having a higher fat content, which contributes to a flaky or crumbly texture. In other types of pastry, such as Danish pastry and croissants, the characteristic flaky texture is achieved by repeatedly rolling out dough similar to that for yeast bread, spreading it with butter, and folding it to produce many thin layers of folds.
CHAPTER III

DISCUSSION

In this chapter, there are three main points that will be discussed, namely the profile of Sahid Jaya Hotel Solo, job description of a trainee pastry at Sahid Jaya Hotel Solo, and the role activity of pastry section to food and beverage outlets in Sahid Jaya Hotel Solo.

A. The Profile of Sahid Jaya Hotel Solo

A.1. The brief history of Sahid Jaya Hotel Solo

Sahid Jaya Hotel Solo is the pioneer of all Sahid Hotel Network in Indonesia. At the first establishment, Sukamdani Gitosardjono, the founder Sahid Group ran its businessman, he travelled around Indonesia. Then, he got an idea to establish a new business focused on hotel and accommodation and the first hotel was built in Solo named SAHID SALA HOTEL on July 8th 1965. He got the name from his father: Mr. Sukamdani Gitosardjono. Sukamdani Gitosardjono also held the position of General Manager at that time. Mr. Sukamdani started to build Sahid Sala Hotel in 1965. At the first authorization, Sahid Jaya Hotel had 26 rooms in three floors at the area upon 3,000 m². In 1995, the hotel was renovated and became Sahid Raya Solo Hotel as four star hotel. Then in June, 2007, Sahid Raya Hotel has been changed its name into Sahid Jaya Hotel Solo, because its level is up. Sahid Jaya Hotel Solo is a five star hotel which has rooms up to 140 rooms and completes facilities. Nowadays, Sahid Hotel Network has been established at more than 10 cities in Indonesia.
A.2. The Facilities at Sahid Jaya Hotel Solo

As a five star hotel, Sahid Jaya Hotel Solo has complete facilities. With slogan “Where Tradition, Culture & Service Merged”, Sahid Jaya Hotel Solo wants to give the best service for the guests. The slogan is reflected by the concept of building. Sahid Jaya Solo Hotel is made of the combination of two different cultures between Javanese traditional and modern culture. It makes the hotel to be different from the other hotels in Solo. Not only servicing accommodation, but also the hotel provides recreation facilities.

a. Room

Sahid Jaya Hotel Solo has 140 rooms, they spread from second floor up to eleventh floor. These rooms are divided into four types. Every type of room has different prices and specification.

1. Superior Room

This is the cheapest room in Sahid Jaya Solo Hotel, with the price IDR 750.000/night. Sahid Jaya Hotel Solo provides 90 superior rooms. It consists of twin bed or two beds.

2. Deluxe Room

The kind of room is more expensive than Superior Room. The rooms have the price IDR 900.000/night. There are 20 rooms for this type. It has one double bed (in queen size) or a big bed for two persons.

3. Executive Suit

The kind of room is more expensive than Superior and Deluxe Room, with the price IDR 1.500.000/night. There are 22 rooms for this type. It consists
of two rooms; they are bedroom and living room. It has one double bed (in king size) or a big bed for two persons, two bathrooms and dining room in its living room.

4. Presidential Suit

This is the expensive room in Sahid Jaya Hotel Solo, with the price IDR 3,900,000/night. Only one room for this type is available in Sahid Jaya Hotel Solo. It has large space with several rooms inside, such as: a large bedroom, living room, workroom, kitchen, two bathrooms and functional room.

b. Meeting Rooms

Sahid Jaya Hotel Solo has four meeting rooms. They are:

1. Pedan Ballroom

*Pedan* Ballroom is the biggest meeting room in Sahid Jaya Solo Hotel. It is located in front of the pastry section in third floor. It is 18 meters × 18 meters × 15 meters, with capacity style as follows:

a. Restaurants style, with capacity 225 seats
b. Class room style, with capacity 225 seats
c. Theatre style, with capacity 400 seats
d. Standing or Cocktail style, with capacity 600 seats

2. Sukoharjo room

*Sukoharjo* room is located in first floor. It is 21 meters × 11 meters × 3 meters, with capacity style as follows:
a. Restaurants style, with capacity 120 seats
b. Class room style, with capacity 130 seats
c. Theatre style, with capacity 200 seats
d. Standing or Cocktail style, with capacity 225 seats

3. Langenharjo Executive Lounge

Langenharjo Executive Lounge is located in ninth floor, with capacity style as follows:

a. Restaurants style, with capacity 40 seats
b. Class room style, with capacity 45 seats
c. Standing or Cocktail style, with capacity 70 seats

4. Carikan, it is located in second floor with capacity for 10 persons.

c. Sekar Jagad Pub and Lounge

The guests can enjoy live music and entertainment from 09.00 pm everyday in Sekar Jagad pub and lounge. They also can enjoy karaoke TV 05.00 pm–09.00 pm everyday.

d. Laundry and Dry Cleaning Service

Laundry and Dry Cleaning of Sahid Jaya Hotel Solo opens daily start 06.00 am – 04.00 pm. The guests and public can use the service. The Laundry and Dry Cleaning serves and offers special promos, such as:

a. Take and Delivery Facility (special for company and public).
b. Get up to 50% discount for children clothes.
c. Get up to 10% discount for min. 10 pieces of clothes.
d. Dry clean, 2 hours done (for hotel guest will be allowed extra fee 50%).
e. Saras Fitnes Center

The fitness center is available to the guests and public. The fitness center offers special member start from IDR. 120.000,-/month; and also offers special aerobic on Monday, Wednesday and Friday. Saras Fitnes Center also provides instructors for the guests.

f. Gajah Mungkur Swimming Pool

Gajah Mungkur Swimming Pool is available to the guests and public. It is opened daily: 06.00 am – 08 pm. The membership starts from IDR. 105.000,-/month.

g. Truntum Cake & Bakery

Truntum Cake & Bakery offers any kind of bakery and cookies. The price of bakery starts from IDR. 6.000,- and IDR. 13.000,- for the cake. The consumer will get special discount everyday at certain time and delivery service.

h. Melati Salon

Melati Salon is located at shopping arcade. It serves hair beauty, hair creambath, makeup, massage, treatment, and toning.

i. Sahid Spa

Located on 2nd floor, open daily 09.00 am. The price of treatment in Sahid Spa starts from IDR. 100.000,-. It provides: foot reflexology, honeymoon package spa, man spa, body massage, face massage, body scrub, hand & foot massage, luxury milk bath, and aromatherapy.
j. Shopping Arcades

Shopping arcades is located in lobby of Sahid Jaya Hotel Solo. It sells souvenir, silver jewelry, batik, leather stuffs with reasonable price.

k. Safe Deposit Boxes

It is provided to the guests who want to keep their valuable things. The guests do not need to pay to use these facilities.

l. Hotspot area

It is available in the lobby, Ratu Ratih restaurant, Sekar Jagad Pub, and the meeting rooms.

B. Description of Pastry Section at Sahid Jaya Hotel Solo

B.1. The Responsibilities of Pastry Section at Sahid Jaya Hotel Solo

The pastry section in Sahid Jaya Hotel Solo is responsible in preparing breakfast, coffee break, lunch, dinner, snack, cake and bread for the guest of hotel. Not only serving the guests who stay in the hotel, but also the pastry has responsible serves coffee break, lunch, dinner, snack for the guests or companies that hold events in Sahid Jaya Hotel Solo. The pastry products are not only consumed by the guests but also consumed by public. The pastry also serves order wedding cake and birthday cake. To add income in Sahid Jaya Hotel Solo, the pastry also makes products to be sold in its patisserie, namely Truntum Cake & Bakery.

The pastry section is also responsible for keeping the standard recipes, standard taste, standard shape, and standard size for each product. The way is
done by chef pastries to keep the consumers’ satisfaction and increase income to the hotel.

B.2 Job Description of a Trainee in Pastry at Sahid Jaya Hotel Solo

Job shift in Sahid Jaya Hotel Solo is divided into three shifts. The duties of trainee in the Pastry of Sahid Jaya Hotel Solo are due to the shifts: morning shift, evening shift, and night shift. When doing job training in pastry section the writer activities is as same as with the daily worker and the cook helper.

a. Morning Shift

The morning shift has several main duties, the duties as follows:

1. Preparing the products of pastry to have breakfast to the guests in Ratu Ratih Restaurant.

Before leaving the pastry area, the trainees in evening shift take the pastry key and send the products of pastry to have breakfast to the butcher (in the main kitchen). And the first job which should be done by trainee in morning shift is taking the pastry key in the butcher kitchen (in main kitchen). After taking the key, the trainee who comes earlier should prepare everything which is needed to make the pastry products to the hotel guests to have breakfast in Ratu Ratih Restaurant. Besides preparing that, the trainee should send the products which will be sold in the pastry shop, Truntum Cake & Bakery.

Not only the writer has responsible in pastry area to make and arrange the products to the consumers; but the writer should communicate with the consumers to know what the consumers want. When the writer gets morning

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shift and has duty to handle the products which will be served to the consumers in *Ratu Ratih* Restaurant, the writer can interact and communicate with the consumers. Not only the domestic consumers who stay over night in Sahid Jaya Hotel Solo, but there are also the foreign consumers. Several of the foreigners are the loyal consumers of Sahid Jaya Hotel Solo. The combination between good service and products quality that are offered by the Sahid Jaya Hotel Solo is a reason why the foreigners are reluctant to move to other hotels. With the interaction between the writer and the foreign consumers is hoped the writer can improve his verbal-skill to train his communication with the consumers, especially the foreign consumers. Good communication between the consumers and the staffs or the trainees is a vital role to know the consumers' needs and the consumers’ satisfaction. With this, the hotel can increase the service quality like what the consumers want. The main aim is to avoid misunderstanding each other. The writer finds that the foreign customers are more difficult to be served than the domestic customers. The foreign customers sometimes complain to the writer because they are unsatisfied with the products and service quality which are given to them. The writer should try to handle and solve the complaint, and stay giving the best service to them.

Not all of trainees in morning shift serve the guests and make the products to have breakfast in *Ratu Ratih* Restaurant. The first job which should be done by the other trainees is starting the work by keeping the cleanness of the pastry area. The second job is flaming the oven, before it is

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used to bake the sweet bread, croissant, Danish, etc. If there are many the hotel guests who stay in the hotel and many events which will be held in the hotel, sometimes the Ratu Ratih Restaurant not enough to accommodate the guests. Not only in Ratu Ratih Restaurant which is used to have breakfast to accommodate all of the guests to have breakfast, but also the breakfast can be replaced to Sekar Jagad Pub. The trainees who stay in the pastry area always check the breads for breakfast. If the breads are limited or empty, they should supply the pastry products for breakfast in Ratu Ratih Restaurant. If there are no the guests to have breakfast again in the Ratu Ratih Restaurant, the products in the Ratu Ratih Restaurant must be cleared up. The clear up is always done after 9 am, and usually the staff of Food and Beverage Service will call the pastry to clear up the products. After having breakfast, the trainee in Ratu Ratih Restaurant must also come back to the pastry to work other jobs.

2. Preparing the snack for coffee break I.

After serving the guests to have breakfast, if there is an event the trainees must prepare the snack for coffee break I. If there are many events and the pastry can not handle all snacks, the pastry can orders to snack supplier to send the snacks. The kinds of snacks which are served to the guests are arranged by the chef or depend on what the guests want. The snacks which are provided by the pastry are modern and traditional snacks, such as Butter cake, Bika Ambon, Srabi Notosuman, Sosis, Getuk lindri, Semar mendem, Risoles, Kroket, Lemper, Arem-arem, etc.

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Besides preparing the snacks for the day, the pastry also prepares the snacks to the next day. In the case, the duty of the writer is helping the chef to make snacks for the next day event.

3. Preparing the dessert for lunch in *Ratu Ratih* Restaurant.

Another duty in morning shift is helping the pastry chef to make the dessert for lunch to the hotel guests. The lunch is usually held in *Ratu Ratih* Restaurant; but if there is an event, the lunch is held in the meeting room, such as: *Pedan* Ballroom, *Sukoharjo* room, *Langenharjo* Executive Lounge, or *Carikan*. If the meeting rooms are full and can not accommodate again, as alternative place to hold the lunch is in *Sekar Jagad* Pub and Lounge. The desserts for lunch which are made by the pastry, such as: *Pudding*, *Pastry Mouse*, *Sirsak ice*, *Janggilan ice*, *Mix ice*, *Cocktail mouse*, *Glass mouse*, traditional cake, etc.

If there is a big event which is held in Sahid Jaya Solo Hotel, banquet section sometimes can not handle to serve the menu of lunch to the consumers. Besides making the desserts to lunch, the pastry and the kitchen should help the banquet section to serve and arrange the menus in the one of meeting rooms which is used to lunch. The writer also should standby in the place to control and check the desserts; if the desserts which are served to lunch are empty or limited, the writer should supply the desserts. In the case, the writer of pastry can interact with the consumers, such as: provide the desserts which are requested by the consumers, handle the consumers of complaints, etc.

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4. Helping the chef to request ingredients in the store.

The raw materials in the pastry are always checked and controlled by the trainee everyday. The raw materials which empty or limited are made in the list and the list are taken to the store of Sahid Jaya Hotel Solo. Before the store of Sahid Jaya Hotel Solo gives the materials which are requested by the pastry, the list should be accepted in reservation division. If any the materials/the ingredients are empty in the store, the ingredients will be given by the store next day or soon. The store will call the pastry, if the ingredients are available.

5. Preparing the filling and topping for sweet bread.

The breads which are made by the pastry are not the plain breads. Many variants of the breads are made of the different filling and topping. The last duty of the writer in morning shift is preparing the filling and topping for sweet bread which will be made by the trainees in evening shift. The fillings which are made by the trainees, such as: Pizza filling, strawberry jam, pineapple jam, ragout, banana jam, bean jam, etc. And the toppings which are made are such as: white topping, cream topping, pudding sauce, etc.

b. Evening Shift

The evening shift has own duties, the duties of the evening shift as follows:

1. Helping cook helper to prepare the sweet dough, croissant dough and Danish dough.
The first job which should be done by the writer in evening shift is preparing the tray to bake the sweet bread, croissant and Danish. After preparing the tray, the other trainees should prepare the proving to improve the sweet dough, croissant dough and Danish dough which are stocked in yesterday. While waiting the dough is improving, the writer helps the pastry chef to make the sweet dough, croissant dough and Danish dough. The dough are usually stocked and used to next day. After the dough in the proving is improving, the dough is baked in the oven. The breads are used to have breakfast the guests and others to be sold and displayed in Truntum Cake & Bakery. The breads are arranged and packaged, before they are sent to the butcher.

2. Helping the pastry cook and the cook helper to handle the products based on the event order (Coffee Break III and Dessert for dinner).

If there is an event, the pastry has responsible to provide and serve Coffee break III and dessert to dinner besides providing and serving Coffee Break I and dessert for lunch. The kind snacks which are served by the pastry to Coffee break III and dessert to dinner are different with the snacks which are served to Coffee Break I and dessert for lunch.

Not only makes the dessert for dinner, but also the writer should serve and arrange the dessert to the place which is used to have dinner. If the consumers want other desserts which are not provided by the pastry, they can call the writer to provide the desserts which are requested. If there are
the consumers are unsatisfied with the desserts and they complain, the writer should try to handle the situation.


As one of the entertainment places in Sahid Jaya Hotel Solo, *Sekar Jagad* Pub and Lounge is used to fulfill the guests’ needs. At noon the place is used to karaoke by the guests or public, but every night the pub provides the singers to entertain the guests in the place. The pastry has been responsible to prepare the snacks to be served to singers in The *Sekar Jagad* Pub every night.

4. Clearing up the products displayed in pastry shop.

The products which are displayed and sold in *Truntum Cake & Bakery* consist of the breads, the cakes and the snacks. The products must be cleared up; the cakes are cleared up every a week, the breads must be cleared up after 10 pm everyday, and the snacks should be supplied again if the snacks are empty. It is done to keep the quality of the products, the products in *Truntum Cake & Bakery* always proper to the consumers.

5. Sending the products to the butcher kitchen.

Before going to home, the writer must clean the pastry area. If there is no night shift that day, the breads which are used to have breakfast must be sent to the butcher kitchen and the pastry key is also entrusted there. In the breakfast time, the breads will be arranged by the trainee of the main kitchen in the *Ratu Ratih* Restaurant.
c. Night Shift

The duties of the writer in night shift are not different with the evening shift and the morning shift. If there is the night shift, several duties in evening shift and morning shift are done in the night shift. The duties in the night shift as follows:

1. Preparing the sweet dough, croissant dough and Danish dough.

   The writer prepares the proving to improve the sweet dough, croissant dough and Danish dough which are stocked in evening. While waiting the dough is improving, the writer makes the sweet dough, croissant dough and Danish dough. The dough are usually stocked and used to next day. After the dough in the proving is improving, the dough is baked in the oven. After the breads are ready, the breads are arranged and packaged, before they are sent to the Ratu Ratih Restaurant and the Truntum Cake & Bakery.

2. Sending the pastry products to the hotel guests to have breakfast in Ratu Ratih Restaurant.

   Before breakfast time, the writer serves and arranges the breads to have breakfast to the guests in the Ratu Ratih Restaurant and sends the products to be sold and displayed in the Truntum Cake & Bakery.

3. Checking and supplying the pastry products for breakfast in Ratu Ratih Restaurant.

   The last duty for the writer in night shift is checking and supplying the pastry products for breakfast. If the breads are limited to have breakfast, the breads should be supplied by the writer before the breads are empty.
C. The Role activity of Pastry Section

C.1. The Role of Pastry Section to the Banquet Section

Banquet is a service activity of special ceremony in the food service company. Banquet section in food and beverage department has responsible to maintain an event which is held in the hotel. Banquet section has function to prepare all the things to hold the event, including to confirm the food and beverage to the pastry staff. The pastry section has important role to provide a coffee break snack. The snack is provided by pastry section depending on what the guests want or is arranged by the pastry chef. And there are three or more snack items for the coffee break menu. Besides providing the coffee break snack, the pastry section is responsible for providing the dessert for the banquet events, such as pudding. There are many choices of pudding; those are Chocolate, Caramel, Rainbow pudding, Almond, etc. Pastry also provides traditional beverages, such as Dawet Ayu, Cendol, Mix Ice, Kopyor Ice, Fruit Ice, Medan’s Mix Ice, etc.

Sometimes some banquet events have a status change where the guests want to revise the order before or want cancel the order. Therefore, the banquet attendants confirm a banquet status to the pastry, and make a banquet status announcement to the pastry. Here, the pastry division has to adjust the status change in providing both coffee break and dessert menu.

C.2. The Role of Pastry Section to the Sekar Jagad Pub

A pub, informally known as a public house is a building where alcoholic drinks are sold and drunk. Sekar Jagad Pub is a place in Sahid Jaya Hotel Solo providing entertainments to the guest, there is usually performance by singers.
every night. It is also used by the hotel guests or public to karaoke. Besides as entertainment area, the Sekar Jagad pub is used to have breakfast, lunch, dinner, if the Ratu Ratih restaurant is not enough to accommodate the guests. The Sekar Jagad Pub is also used to hold a small event. In the case, pastry section is responsible to serve food to guest:

1. Every night pastry should prepare the snacks to be served to singers in The Sekar Jagad Pub.

2. If there is event in the Sekar jagad pub, the pastry is responsible to serve appetizer and dessert. Such as Pudding and traditional snacks.

3. If there are breakfast, lunch, and dinner in the Sekar jagad pub, the pastry is responsible to serve bread to guest. Many variants of breads are served by the pastry when having breakfast. The bread is like the bread which is served in the Ratu Ratih restaurant.

C.3. The Role of Pastry Section to the Ratu Ratih Restaurant

Restaurant is an establishment which prepares and serves food and drink to costumers in return for money, either paid before the meal, after the meal, or with a running tab. Meals are generally served and eaten on premises, but many restaurants also offer take-out and food delivery services. In Sahid Jaya Hotel Solo has restaurant, namely Ratu Ratih Restaurant. It is usually used by hotel guest who stays in hotel to have breakfast, lunch and dinner. If there are other guests who want to eat in the restaurant out the time, the hotel also serves the meal to the guest. The restaurant provides traditional and international menu to consumers. In breakfast time, the pastry has responsible to serve bread to guest.
Many variants of breads are served by the pastry when having breakfast. The pastry also serves appetizer and dessert in lunch and dinner, such as pudding and traditional snacks.

**C.4. The Role of Pastry Section to the Truntum Cake & Bakery Patisserie**

Pastry shop is also known as patisserie. Sahid Jaya Hotel Solo has pastry outlet, namely *Truntum Cake & Bakery* which sells cakes and bakeries. It is located in lobby of the hotel. There are many kinds of cakes and bakeries which are displayed and sold here, such as *Black Forest, Cheese Cake, Tiramisu Cake, Mocha Cake, Blueberry Cake, Birthday Cake, Brownish, Danish, Croissant, Toast*, etc. The price of each bakery is IDR 6.000,-, and for cake @ IDR 13.000,-. The *Truntum Cake & Bakery* also sells snacks for consumers.

The pastry is responsible to supply the bakeries every morning and cakes every a week. The bakeries should be cleared up after 10 pm everyday and the cakes are cleared up every one week. Here, just only ten items of bakeries and more ten items of cakes which are sold. Not only the products are sold in *Truntum Cake & Bakery*, but several of them are displayed monthly and yearly as a decoration of the hotel. With this outlet, income of Sahid Jaya Hotel Solo can increase.
CHAPTER IV
CONCLUSION AND SUGGESTION

A. Conclusion

Based on the explanation in the previous chapter, the writer includes as follows:

1. Job Description of a Trainee Pastry Section at Sahid Jaya Hotel Solo.

Shift in Sahid Jaya Hotel Solo is divided into three shifts. Every shift has main duties as follows:

a. Morning Shift
   1. Taking the pastry key in the butcher kitchen (in main kitchen).
   2. Starting the work by keeping the cleanliness of the pastry area.
   3. Flaming the oven, before used to bake the sweet bread.
   4. Sending the products to pastry shop.
   5. Making the pastry products to the hotel guests to have breakfast in Ratu Ratih Restaurant.
   6. Checking and supplying the pastry products for breakfast in Ratu Ratih Restaurant.
   7. Preparing the snack for coffee break I, if there is an event.
   8. Helping the chef to request ingredients in the store.
   9. Clearing up the pastry products after breakfast from Ratu Ratih Restaurant.
   10. Preparing to make the dessert for lunch in Ratu Ratih Restaurant and also for lunch in the meeting room if there is an event hold in the hotel.
   11. Helping the chef to make snack for the next day event.
12. Preparing the filling and topping for sweet bread.

b. Evening Shift

1. Preparing the tray to bake the sweet bread.

2. Preparing the proving.

3. Helping cook helper to prepare the sweet dough, croissant dough and Danish dough.

4. Helping the cook helper to bake the sweet bread.

5. Helping the cook helper to prepare bread for breakfast.

6. Helping the pastry cook and the cook helper to handle the products based on the event order (Coffee Break III and Dessert for dinner).

7. Cleaning pastry area.


9. Clearing up the products displayed in pastry shop.

c. Night Shift

1. Preparing the sweet dough, croissant dough, Danish dough and white bread dough for breakfast.

2. Making the products which are displayed in pastry shop.

3. Preparing bread for breakfast.

4. Sending the pastry products to the hotel guests to breakfast in Ratu Ratih Restaurant.

5. Checking and supplying the pastry products for breakfast in Ratu Ratih Restaurant.
2. To give the best service to the consumers, the pastry section cooperates with Food and Beverage Outlets in Sahid Jaya Hotel Solo. Such as:

1. **Banquet**

   If there is event in Sahid Jaya Hotel Solo, banquet section has function to prepare all the things to hold the event, included to confirm the food and beverage to the pastry chef. Pastry section has important role to provide a coffee break snack. Besides providing the coffee break snack, pastry section is responsible for providing the dessert for the banquet events, such as pudding.

2. **Sekar Jagad Pub**

   Pastry section has responsible to *Sekar Jagad Pub*, such as:
   
   a. Every night pastry should prepare the snacks to be served to singers in The *Sekar Jagad Pub*.
   
   b. If there is event in the *Sekar jagad* pub, pastry has responsible to serve appetizer and dessert. Such as Pudding and traditional snacks.
   
   c. If the *Ratu Ratih* restaurant not enough to accommodate the guests to breakfast, lunch, dinner; It is replaced to the *Sekar jagad* pub, and pastry has responsible to serve bread to guest.

3. **Ratu Ratih Restaurant**

   The restaurant is usually used by hotel guest who stay in hotel to breakfast, lunch and dinner. In breakfast time, pastry has responsible to serve bread to guest. Many variants breads served by the pastry when the breakfast. But in
lunch and dinner, the pastry serves appetizer and dessert, such as pudding and traditional snacks.

4. *Truntum Cake & Bakery* Patisserie

Sahid Jaya Hotel Solo has pastry outlet, namely *Truntum Cake & Bakery* which sells cakes and bakeries. The pastry is responsible to supply the bakeries every morning and cakes every a week. The bakeries should be cleared up after 10 pm everyday and the cakes are cleared up every a week. The pastry section is also responsible to make bread to be used a decoration of the hotel. The bread is displayed in *Truntum Cake & Bakery* outlet.

**B. Suggestion**

This report is expected to give some suggestion to Sahid Jaya Hotel Solo. The suggestion as follows:

1. The pastry section should increase the quality of products, such as keeping the standard recipes, standard taste, standard shape, and standard size for each product.

2. The pastry section has to make a good cooperation with the food and beverage outlets in Sahid Jaya Hotel Solo.

3. The pastry section should increase coordination with other departments in Sahid Jaya Hotel Solo to give the best services to the consumers.