

THE ACTIVITIES OF WAITERS/WAITRESSES IN PRAMESTHI HOTEL SOLO



FINAL PROJECT REPORT

**Submitted as a Partial Requirement in Obtaining Degree in the English
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Sebelas Maret University**

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MOTTO

***“We are beautiful no matter what they say”
“A way to success is not spread with flower and fragrant, it is spread with twig
and thorn”***



DEDICATION



*I dedicate this final project especially to my beloved mother, sister,
and my deceased father
who always love and support me,
and teach me about the right and the wrong.*

PREFACE

I am sincerely grateful to Allah SWT and The Prophet Muhammad SAW who have given me strength to finally finish my final project report.

This title *The Activity of Waiter/Waitress in Pramesthi Hotel Solo* was selected because it describes how the existence of waiters/waitresses is really needed considering the business activities in Pramesthi Hotel is mostly to hold events. In Pramesthi Hotel, Food and Beverage Department becomes the main arranger in holding an event. The involvement of waiter/waitress is the main focus of this final project report. By describing the job and the daily activities, it is expected to successfully serve the proper report as what it is expected.

I realize that this final project report is still far from perfection, but I have done my best efforts. Through this final report, it is expected to give sufficient and valuable information for the readers.

Surakarta, January 2011

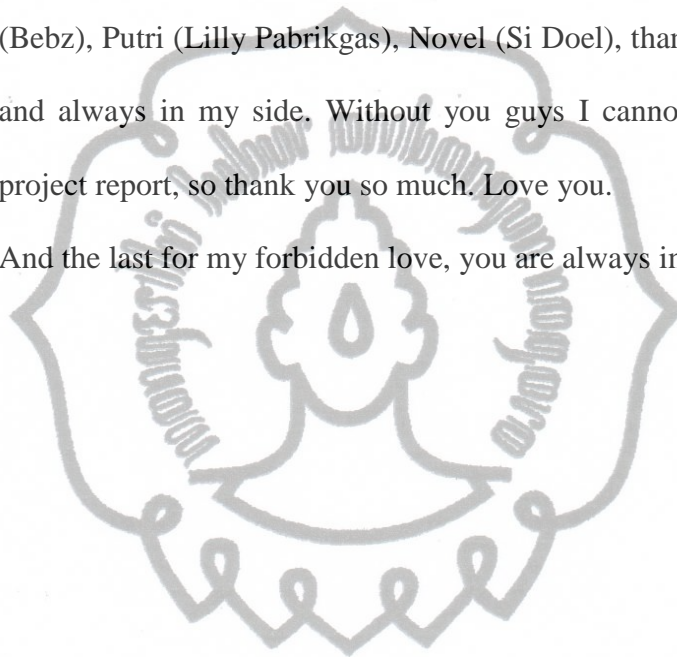
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ABSTRACT

Yulianing Dyah Fajarwaty. 2011. The Activities of Waiter/waitress in Pramesthi Hotel Solo. English Diploma Program of Letter and Fine Arts. Sebelas Maret University.

This report is based on the job training in Pramesthi Hotel Solo. The job training was from April 18th to July 18th, 2010. The objectives of the report are to describe the activities of waiter/waitress in Sari Raos Restaurant at Pramesthi Hotel Solo and also to describe the problems encountered by the waiter/waitress and followed by the solution of those problems.

The waiter/waitress in Sari Raos Restaurant has three main duties; they are preparing the equipment, handling the guests and clearing up. Those three main activities are done by the waiter/waitress everyday during the job training. In the process of those activities, the waiter/waitress found many problems, such as the limited of equipment, the guest's complaints, and the limited staff. And the solutions for those problems are adding the equipments, facing the complaint patiently and giving better solution, make preparation in the restaurant earlier.

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