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CHAPTER III

TRAINEE PERFORMANCE

A. Placement and Coordination

Food and Beverage Service Department at Renaissance Bali Uluwatu Resort & Spa works closely with other departments to run hotel operations. Here is the coordination between FB Service Departments with other departments:

1. Food and Beverage Service Department – Culinary Department
 - a. Ordering food that guest ordered
 - b. Setting up buffet
 - c. Finding out specialty of the day
 - d. Taking care of guest food preference together
 - e. Finding the information about food ingredients
2. Food and Beverages Service Department – Front Office Department
 - a. Providing accurate information for a charge to guest account
 - b. Reporting predicted house count, number of guest based on occupancy
 - c. Giving information to Front Office about menu offer, discount, promo available for that day
 - d. Providing a welcome drink
3. Food and Beverages Service Department – Housekeeping Department
 - a. Supplying staff uniform and linen for outlets
 - b. Cleaning and maintaining outlets and banquet function
4. Food and Beverages Service Department – Loss and Prevention Department
 - a. Maintaining security of the guest
 - b. Preventing any unwanted incidents from occurring in the hotel
 - c. Discuss security issues and verifies staff movement
 - d. Inform security about any articles misplaced by guests, unclaimed baggage, drunken guests, function catering so that they are aware of that many guests would be coming in s particular time.
5. Food and Beverages Service Department – Human Resource Department
 - a. Give promotions to FB service employees

- b. Organizing training program for FB service employees
- c. Employees recruitment
- 6. Food and Beverages Service Department – Sales and Marketing Department
 - a. Working out various packages for increasing the F&B sales of the outlets
 - b. Appraising various programmers and trade shows to take place in the outlets
 - c. Coordinates for the sales of banquet halls
 - d. Providing provisions and service as per the Banquet Event Order
 - e. Fixing the menu price
 - f. Get client to hold client using the facilities in banquet
- 7. Food and Beverages Service Department – Finance Department
 - a. Requisitioning various restaurant supplies
 - b. Conducting daily and periodic audit of the financial performance of each outlet
 - c. Coordinates for payment of salary and budget development
- 8. Food and Beverages Service Department – Engineering Department
 - a. Maintaining F&B equipment and fixtures such as plate warmer, air conditioners, room heaters, lighting, plumbing, etc.

B. Job Description

Food and Beverage Service Department has 6 outlets. There are Clay Craft (all day dining restaurant, Double Ikat (specialty restaurant), Room Dining, Banquet, R Bar (lobby bar), and Pool Bar. The writer was placed in Banquet outlet for the first two months. Here are the lists of writer's responsibilities as a banquet trainee:

1. Polishing glassware, chinaware, and cutleries
Polishing is done before the event start (preparations), after the event end, and during the event (if necessary).
2. Set up meeting room
Table scalping is provides an opportunity to quickly inform attendees that this is not a typical meeting environment. It offers an immediate point of reference to engage the attendees. The standard of table scalping is shown in figure 3.1.



Figure 3.1 Table Scalping

3. Set up coffee break

Banquet has 4 themes that could be used for the coffee break set up. This theme is chosen based on guest request. There are Recycle, Sangkar, I See Red, and Golf. Here are the decorations of each theme:



Figure 3.2 Recycle Theme



Figure 3.3 Sangkar Theme



Figure 3.4 I See Red Theme

4. Making Coffee

During the coffee break banquet provided cappuccino, americano, long black coffee latte, piccolo, and other variants of coffee (by request). There are also 5 variants of tea provided such as earl grey tea, Sencha green tea, chamomile tea, English breakfast tea, and peppermint tea. The writer's job was made it for the guest as requested.

5. Clear up

During the coffee break, the writer will do cleaning the meeting room such as replaced empty bottle of mineral water with the new one and took out the dishes. After the coffee break, the writer clears up the glassware and chinaware used.

6. Maintenance and storing all equipment

The writer and others banquet team should maintain all equipment by placing it according to its type.

7. Preparing infused water, coffee machine, and other beverage

This is the writer's job at morning shift. The first things that should be done were turned on the coffee machine. Next preparing infused water that contains apples, lemons, cucumbers, and mint leaves.

Next 1 month, the writer was placed to support in Food and Beverage Administration because of COVID-19 pandemic. All event was postponed, all banquet staff was separated to support another outlet. Here is writer's responsibility when supported FB admin:

1. Culinary staff absences in Sunfish

Sunfish HR is comprehensive HR management software that allows companies to gain competitive advantage by improving the quality of the people and the efficiency of business processes. It contains an absence system that should be updated every week. The absences of culinary staff are updated by FB admin. The writer's job every Monday was to update the absences of culinary staff.

2. Attending Record for FB and culinary employees

The writer's job every Monday was also to fulfill the attendant record of FB staff and culinary staff according to each schedule.

3. Designing food tag, signage

Food tag or signage is usually requested by restaurant staff or banquet staff. The writer's job was to just change the word of food tag/ signage as requested.

4. Cheque Request

Cheque Request was made for the finance department. The writer will just change the name, amount, description, and bank code, and then record it to the cheque request list book as data. After that, the writer will bring it to the finance office. Cheque request was made by request from sales and marketing or event manager.

5. Completing leader in charge for Rways

The writer's job every Friday was to fulfill the leader in charge for a week in the Rways file. It will be uploaded on Monday.

6. Printing and distributing employees certificates

Human Resource was sent certificates of training. The FB admin will do the printing and distributing it to the employees.

7. Copying and printing all administrations

8. Tipping summary

In the last of the month, every outlet will submit the printed bill and data of tipping summary. The writer's job was to update it to the tipping summary file and match it with the printed bill.

C. Problem and Solution

Problems that occur during this program are:

1. COVID-19

According to articles from business insider, this disease originated in Wuhan, China, in late December 2019. Wuhan is placed under quarantine in January 23rd 2020. WHO declares a global public-health emergency on January 30th 2020. Indonesian president announced the first coronavirus cases in the country. Since then, many problems started currently to occur in Renaissance Bali Uluwatu Resort & Spa, such as:

- a. All event postponed
- b. Occupancy decreased
- c. Reducing staff

Here are the solutions that the hotel takes for the problems above:

a. Saving Cost

The hotel immediately reduced the consumption of electricity by taking down building 2,3,5,6 and turn off the air conditioner in every office. Order request for every outlet is limited. Also, some outlets are close until further notice.

b. Promotion

The hotel offers a lot of promotion and special rate to earning revenue. Promotions were share by social media, sales call, and flyer.

c. Department Cross

It is for minimizing staff cutting. Hotel decided to crossing staff to support another departments or outlet.

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