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CHAPTER III

TRAINEE PERFORMANCE

A. Placement and Coordination

During the Industrial Placement Program at The Apurva Kempinski Bali from 20th January until 25th March at the Food and Beverage service department, the writer was placed in the cliff lounge or executive lounge and villa lounge. As a Food and Beverage service agent, the writer has coordination with other departments to fulfill the guest needs and comfort.

1. Food and Beverage Service Department – Food Production
 - a. Ensure the list of menu that will be served, for prepared the food tags.
 - b. Inform the kitchen staff when there is food that needs to be refilled.
 - c. Give orders if there are guests who want the chef specialty.
2. Food and Beverage Service Department – Steward Department
 - a. Make sure the dish warmer is installed and function on the buffet
 - b. Put dirty dishes, cutleries and glasses in the right place to be washed.
 - c. Inform steward staff when it's time to do a clear up on the buffet.
3. Food and Beverage Service Department – Front Office Department
 - a. Daily renew the guest list which has the benefit access to cliff lounge and villa lounge.
 - b. Inform when guests have bills when they consume in the lounge.
 - c. Courtesy guests when in lounge and inform the front office if there is anything that needs to be followed up.

B. Job Description

During the Industrial Placement Program the writer was placed as a villa lounge agent and cliff lounge agent. The following is description of the work done by the writer during Industrial Placement Program.

1. Villa Lounge

a. Morning Shift (06.00 AM – 15.00 PM)

- 1) Take fresh juices from cold kitchen before going to the villa lounge
- 2) Turn on the air conditioner and coffee machine
- 3) Set up the juices, jamu and milk
- 4) Put the serving spoon and plates for the buffet
- 5) Put the food tag on the buffet
- 6) After the buffet already prepared, writer stand by to serve guest for breakfast
- 7) At 12:00pm the breakfast buffet is close, so writer have to clear up the buffet and table set-up
- 8) Prepare for set-up afternoon tea
- 9) Polishing the glasses, cutleries, and plates
- 10) Put dirty napkin at the laundry

b. Middle Shift (10.00 AM – 19.00 PM)

- 1) Handling breakfast, offer coffee, tea and taking order
- 2) Clear up the buffet and table set-up
- 3) Prepare for set-up afternoon tea
- 4) Handling afternoon tea, offer coffee, tea and soft drinks
- 5) Clear-up afternoon tea
- 6) Set-up table for breakfast tomorrow
- 7) Polishing the glasses, cutleries, and plates
- 8) Prepare food tags for breakfast tomorrow

2. Cliff Lounge / Executive Lounge

a. Morning Shift (07.00 AM – 16.00 PM)

- 1) Prepare hot coffee, tea, milk and put at north and south section
- 2) Set-up butter, lemon wedges, and slice ginger
- 3) Open sunbeds cover at the pool area
- 4) Handling breakfast based on assignment
- 5) Clear-up breakfast buffet and table set-up
- 6) Put dirty napkin at the laundry
- 7) Prepare afternoon tea
- 8) Handling afternoon tea
- 9) Polishing the glasses, cutleries, and plates
- 10) Set-up table for breakfast tomorrow
- 11) Prepare food tags for breakfast tomorrow

b. Middle Shift (09.00 AM – 18.00 PM)

- 1) Handling breakfast
- 2) Buffet checker, if there is anything that has to refill
- 3) Clear-up buffet and table set-up
- 4) Set-up afternoon tea
- 5) Handling afternoon tea
- 6) Set-up evening cocktails
- 7) Handling evening cocktails
- 8) Clear-up evening cocktails
- 9) Polishing the glasses, cutleries, and plates

C. Problem and Solutions

1. Problem

- a. The writer has a communication problem with guests who cannot speak English.
- b. Problem when talking with guests about Bali, because the writer doesn't know much about Bali.
- c. Problem when make bill in the system for the additional charge, because writer lack of technical use.

2. Solution

- a. The writer can use application translation and body language, or if it is very difficult to understand the writer must call the lady in red (Guest Relation Officer).
- b. The writers can ask seniors and also searching on the internet.
- c. The writer asks for help to be accompanied by a senior and check before the bill is posted.