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CHAPTER III

TRAINEE PERFORMANCE

A. Placement and Coordination

The writer gets the opportunity to learn more in real terms how to work in a hotel, especially in the Food and Beverage Service Department. Food and beverage service Department has coordination with other departments, such as:

1. Food & Beverage Department – Front Office Department

- a. Making welcome drink
- b. Collecting list in guest house with cocktails package

2. Food & Beverage Department – Kitchen and Pastry Department

The coordination within these two departments is to ensure the operation in food business in the hotel works well, for example F&B department will request Kitchen and Pastry Department to produce afternoon tea products according to occupancy.

3. Food & Beverage Department – Purchasing and Receiving Department

Food & Beverage Department coordinates with Purchasing and Receiving for ordering regular supply of food, beverages, and essential stationeries for the outlet.

4. Food & Beverage Department – Housekeeping Department

Housekeeping department coordinates with Food & Beverage regarding outlet cleanliness and supply linen and uniforms.

5. Food & Beverage Department – Security Department

Food & Beverage Department coordinates with security department to create a safe environment for the guests, hotel personnel and the asset.

6. Food & Beverage Department – Engineering Department

Food & Beverage Department coordinates with engineering department for repairs, maintenance, and installation of various equipment and physical features required during operation hours.

B. Job Description

During the Industrial Placement at Renaissance Bali Uluwatu Resort & SPA, writer was placed in *R bar* outlet. During the program, writer worked as a waiter and also a bartender with a standard working time of 8 hours and 1 hour of rest. The division of shifts for trainees in *R bar* is as follows:

1. Morning Shift : 9:00 - 18:00
2. Middle Shift : 13:00 - 22:00

The duties and responsibilities of each shift are different; here are the duties and responsibilities for each shift:

1. Morning Shift

Morning shift has the duty to prepare everything needed for the start of operations, such as turning on the coffee machine, tidying up the dining area by setting-up sofa cushions on the sofa, arranging and restocking spirits, liquor, wine, beer, syrup, juice, soft drinks and others, making garnishes, checking back on afternoon tea reservations, making calls to the kitchen and pastry to deliver afternoon tea, and filling in the temperature form. Morning shift is also responsible in serving guests, taking orders, making drinks when there are orders, cashiering, and maintaining cleanliness and hygiene in the dining area.

2. Middle Shift

Middle shift is responsible for continuing the morning shift work that has not been completed. Middle shift is involved from afternoon tea to evening cocktails. First, the middle shift must take napkin in the laundry. Besides that, the middle shift is in charge of carrying out operational closures, such as tidying up sofa cushions into storage, tidying up spirits, liquor, wine, beer, syrups, juices, soft drinks and others into storage, ordering food to kitchen and pastry for afternoon tea the next day, dropping off dirty napkin into the laundry, and making settlement on that day. Not just morning shift, middle shift is also responsible in serving guests, taking orders, making drinks when there are orders, cashiering, and maintaining hygiene and cleanliness in the dining area.

C. Problem and Solution

1. Problem

When doing Industrial Placement, the writer faces several problems, such as:

- a. When there are many orders of afternoon tea, and at the same time, there are only two staffs in charge. The amount of staffs are really needed because they do stuffs like escorting guest to their seat, decorating temple with food, taking drink orders and making the drink itself.
- b. There was a guest who ordered one drink and it turned out that the guest did not like the drink, the guest called the writer but did not complain because it was not wrong on the drink but it did not suit the guest's taste.
- c. The writer just finished the break, and suddenly asked to deal with the guest payment. When the writer finished printing the bill, the guest has gone. The writer ask the guest's friend where the guest is and the guest's friend told the writer that the guest went to the pool to picked up her things but will immediately came back. But, after a few moments later, the guest didn't show up and the writer do not know the guest.

2. Solution

Here are the solutions that the writer found for existing problems, such as:

- a. The staff is divided into 2, there is a staff in charge of decorating the temple and escorting guests to the table, and there is a staff that takes order, makes drinks. When all the drinks have been delivered to the guest table, both staff wills decor the temple together.
- b. The writer asks what kind of drinks the guest likes and the writer gives a few suggestions for drinks to the guest, and the writer directly makes the drink chosen.
- c. So the solution is the staff that knew the guest should find her in the pool. Then, the guest was found by one of the staff and the staff tells writer where the guest is so writer found the guest to complete the payment.