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CHAPTER III

TRAINEE PERFORMANCE

A. Placement and Coordination

During The Industrial Placement, writer is training in In-Room Dining under the Food and Beverage Department. In-Room Dining or Room Service, is the only one outlet in Food and Beverage Department at the hotel who always open 24 hours. For In-Room Dining, writer trained as a server for the guest. Writer is responsible for delivering food and beverages to guest room from the main kitchen.

1. In-Room Dining Relationships with Front Office

a. Accepting order through Guest Service Center, if any.

Although In-Room Dining has a phone line for the guest to contact them directly, the guest would sometimes call to the Guest Service Center instead. In this case, the Guest Service Center will ask the guest about what are the foods and beverages that they would like to order and note it down. Then, Guest Service Center will call the Order Taker of In-Room Dining and convey the information. Lastly, Order Taker will post the order to the system, printing the bill and handover the order to the server to be prepared and delivered.

b. Handling guest requests through Guest Service Center or Butler, if any.

Aside from the handover of food and beverage order, In-Room Dining would sometimes receive guest requests from the Guest Service Center as well. These requests could be about asking for a certain number of plates or bowl, a set of cutleries, or glasses. Order Taker will get the information from Guest Service Center, hand it over to the server, and then the server will prepare and deliver the items.

c. Receiving pre-order for the guest.

In-Room Dining also has a service called breakfast in room and floating breakfast. This is due to some guest would like to have their breakfast in their room instead going to the Senses restaurant where The Ritz-Carlton, Bali serves their breakfast. Often times, In-Room Dining would receive this request through Guest Service Center.

2. In-Room Dining Relationships with Housekeeping.

a. Receiving information about dirty plates in room.

During make up rooms, Housekeeping would sometimes find dirty plates in the guest room. Then, they will call the In-Room Dining and convey this message to them. After that, Order Taker will tell this to the server to clear up the dirty plates from the room.

b. Handover of dirty napkin and receiving clean napkin from linen.

After clear up from the rooms, the soiled napkins will be collected in the In-Room Dining office. These soiled napkins will be transferred to the linen in the afternoon to be tallied and recorded to the linen inventory book of In-Room Dining and then they would be cleaned later. In the evening, In-Room Dining will be taking the new cleaned napkins and record them in the linen inventory book.

c. Maintaining cleanliness in In-Room Dining office.

Since In-Room Dining is handling food, it is important that the area around In-Room Dining is clean. Therefore, In-Room Dining also need Housekeeping to clean around the In-Room Dining office area. Hence, they would go into the In-Room Dining office in the afternoon to sweep and mop the area.

3. In-Room Dining Relationships with Culinary/Kitchen

a. Coordination of preparation of food as ordered.

After Order Taker received an order, they will put it into the system and it will print out the list of the order. This list is printed out in two places, one in the In-Room Dining office and the other in the Kitchen area. Therefore the kitchen could start preparing the food as ordered as soon as possible.

b. Communication of the remaining ingredients for food order.

Since the chef is the one who prepared and stored the food items, they would know what the food ingredients that are available currently. Therefore, the chef will directly inform the Order Taker if there are items that are running out in the Kitchen. Then Order Taker will note it in the office so that if the next employee is changing shift with the current Order Taker, they will already know what is available and what is not.

c. Preparation of pre-ordered foods.

For pre-ordered food and beverage, there will be a certain date and time for the order. Since the order is to be delivered the exact time, the preparation for the order is crucial. Therefore a few minutes before the deliver time, the chef must have already make the food as ordered so that the server could prepared it beforehand.

B. Job Description

The Ritz-Carlton hotel is an exceptional hotel with a motto that sticks to the writer's mind. "*We Are Ladies and Gentlemen Serving Ladies and Gentlemen*". This motto is a reminder that as an hotelier writer needs to be one of the *Ladies and Gentlemen* to serve one. Understanding how *Ladies and Gentlemen* behaviors and habits, how to anticipate their needs and wishes is the mark of an excellent hotelier.

Since training in the In-Room Dining from January 2020, writer gets a lot of experience on how to be a server. Writer learned about preparation, handling food for delivery, delivery of food to the guest's room, as well as handling dirty plates. Aside from that, writer is also told what are the things that writer need to be a good server.

During the first few days of getting into In-Room Dining, writer is taught on what to do as a server and the important things to note for creating a job well done. First is preparation, to prepare the things necessary for delivery of food is crucial. Due to the condition of In-Room Dining operating full 24 hours, the availability of items needed is of utmost importance. If there is a lack of items, the delivery will be delayed resulting in piling up works and may end up creating guests complain.

The second thing is to check thoroughly. Checking things before delivering food and beverages is truly essential. By checking things through, writer could create a perfect job without making guest complain about the service. Checking could apply to the cleanliness of the cutleries, plate and glassware, to the completion of food and beverage items, and to the additional request of guests.

Third, is to anticipate the guest needs and wants. This can be done by paying attention to the guest surroundings or by directly asking or conversing with the guest. By anticipating guest's needs and wants, writer could create a personalized service to guests and make them feel pampered. This could increase guest's impression to the writer and the hotel itself.

Last thing is to focus and pay attention to the time management. As a server of In-Room Dining, working efficiently is important. Delivering foods and beverages to the guest's room takes time and due to the operating hours of In-Room Dining, orders could always come at any time. Therefore, paying attention to the time management while working could help greatly.

The work of In-Room Dining server is mainly consisting of preparation, delivery, and clearing up foods and beverages. Preparation is done by checking the after-washed cutleries, plates and glasses at the rack in steward area. If there are any clean items, writer will bring them to the In-Room Dining area to be polished and put into their respective places. The preparation is done if there is no order or if there is a time to do it. That is why working efficiently is important.

For the delivery of foods and beverages, the process is:

1. Order taker will receive a phone call from the guests or Guest Service Center and will note what their orders are and their requests, if any.
2. Order taker will process the order into the micros system and creating the order list as well as the bill. The order is also directly printed into the other machine in the kitchen so the chefs could prepare them directly.
3. The server then will prepare the cutleries, napkin, salt and pepper, and also tray removal card to be arranged into the tray. If there is any beverage order, the server will prepare the beverages.
4. The chefs will ring the bell if there is a food that has been finished. Then, the server will put the food into the hotbox (if it is hot food) or wrap/cover them with food cover (if it is cold) to be put into the tray. For any food that have been processed, the server will check them and cross them from the order list to make sure the order is done.
5. If all the food and beverage is done, the hot box will be put into the buggy as well as the tray. Next, the server will drive the buggy to the guest room to deliver the order.
6. Then, the server will ring the bell 3 times and mention "In Room Dining" this process is called "Department Announcement". If the guest is not responding then the server will knock the door 3 times. If there is still no respond, the server will

ask for help to the order taker by calling the guest to announce that the server is in front of the guest room.

7. After the guest open the door, the server will greet the guest with their name, introduce themselves and ask to enter the room. If permitted, the server will enter the room and ask if it is possible to close the door. This is done to prevent the bugs from coming to the room.
8. The server then will ask to the guest where to put their food, inside or outside table. Next, the server will arrange the food and beverage to the dining table while also explaining them for the purpose of checking.
9. After all food and beverage is arranged, ask the guest if there is anything to assist them with. If not, then present them the bill (open the bill cover) and explain about the bill while mentioning the tax and service charge and ask them to sign the bill.
10. Then, the server will tell the guest to contact In-Room Dining if the guest is finished with their food. The server will once again mention their name, give a warm goodbye to the guest, and tell them to enjoy their meal. Lastly, close the door carefully.

For the clearing up of dirty plates from the guest room, the order taker will receive a call from the guest, Guest Service Center or Housekeeping informing about the dirty plates in the room. Then, the order taker will ask the server to come to the guest's room to pick up the dirty plates. Next, the server will ring the bell three times and do a "Department Announcement". After the guest opens the door, the server will greet the guest name, introduce themselves and mention to pick up the dirty plates. The guest will then show the dirty plates and the server will pick them up. After that, ask the guest if there is anything that they can help with. If not, the server then mentions their name once again, give a warm goodbye to the guest and proceed to leave the guest room while closing the door carefully.

The dirty plates will then be put into the cleaning area. The server will sort them according to their type and then the steward will clean them. After cleaning, the steward will put them to the rack to be polished later.

Aside from preparation, delivery of food, and clearing up dirty plates, the server will also do some cleaning duty. These cleaning duties are done in In-Room Dining area.

Cleaning will include cleaning hotbox, surfaces, refrigerator, buggy, and clear up station. The cleaning process then will be documented and shared in the group chat.

There is also a process called sweeping. Sweeping is a process where the clear up stations in each floor of the guest wings is checked. If there is any dirty plates, glasses, or cutleries. Then the server will pick them up with the trolley or tray and finally put them into the buggy to be transported to the steward area/cleaning area. Sweeping is done daily within a period of time, from 11:00 – 13:00, 15:00 – 17:00, and 21:00 – 23:00.

C. Problem and Solution

During the Industrial Placement Program, writer is experiencing several problems which interferes with the writer's work. The problems are:

1. Out of Stock Beverage

One day, the order taker received a call from a guest who wants to order a Plaga Sauvignon Blanc. Then, writer checked in the refrigerator for the Plaga Sauvignon Blanc. But when the writer check in the refrigerator, the wine is empty. Therefore, the writer asked about it to the order taker. Then, the order taker ask writer to go to another outlet (The Ritz-Carlton Lounge and Bar) to get the wine. Next, writer went to the lounge along with the transfer form to receive the wine. Finally, writer delivered the wine to the guest room.

2. Lack of Wine Glass in the In-Room Dining

Sometimes guest request some cutleries, chinaware, and glassware to be delivered to their rooms. One time, a guest from the villa request 22 plates, 22 sets of cutleries, 22 water goblets, and 22 wine glasses. Then, writer and other staff prepared all the request. But, the wine glass in the In-Room Dining is not enough. Therefore, writer ask the supervisor about it. Next, supervisor tells the steward about the lack of wine glasses. The steward then, proceeds to take some from the storage and give it to the supervisor. After all of the items is complete, the items were delivered to the guest room.