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CHAPTER III

TRAINEE PERFORMANCE

A. Placement and Coordination

Most of the companies have different team that in charge in different area. Each of the department has duties and responsibilities to make the company running well and satisfied the customer. Although having different tasks, to achieve the company's goal, each department has to work together and coordinate with the others. In Renaissance Bali Uluwatu Resort and Spa, there are several departments, such as Sales and Marketing Division, Room Division, Beverages and Food Division, and Lost Prevention Division. As the Young Ambassador who works in Beverages and Food Division, especially in service area, writer learns how to coordinate with different division to fulfil guest's needs and wants, for example:

1. Beverages and Food Service Department with Front Office Department.

Front office is one of the departments that get in touch with the guest for the first time. When the guest booked a room, front desk agent would know the character, interest, needs, and wants of the guest. Hostess of the restaurant or any Beverages and Food Service Department outlet can ask for the information to let the guest feel the extraordinary experiences while staying at the hotel. Besides, by the information given from the front office, Beverages and Food Service Department staff would know about the status of the guest, especially who came for the breakfast buffet. The data could help the staff to identify which guest that gets some more benefits or which guest who did not have any deposit so the staff could inform the guest in advance.

2. Beverages and Food Service Department with Housekeeping Department.

The Housekeeping Department in Renaissance Bali Uluwatu Resort and Spa divided into two, styling (room attendant) and public area. Sometimes, guest wants to enjoy the meal inside the room. Guest sometimes asks directly to the styling to contact any Beverages and Food Service Department's staff to take out the dirty plate and bring some food to the room. Besides the one who interact directly with guest in the room, there are public area attendant who help to maintain the cleanliness in the restaurant or bar.

3. Beverages and Food Service Department with Engineering Department.

Engineering Department might be not directly interacts with the guest, but the department work behind the scene to let the guest has comfortable stay at the hotel. In the restaurant area, there some guest that asks to adjust the light, the restaurant staff is ask for help to the engineering team to fulfil guest's want. Besides, in the Beverages and Food Department there are some machines are sometimes not running well. Engineering team usually come to fix it.

4. Beverages and Food Service Department with Sales and Marketing Department.

Renaissance Bali Uluwatu Resort and Spa has the signature restaurant, called Double Ikat, and the biggest ballroom in Uluwatu. These two advantages of the hotel attract some groups to hold an event in the hotel. There are so many events and meetings held inside the hotel. Besides meetings that could be held in the meeting room, there are some place that could be booked by the guest such as Double Ikat for any dinner event, or guest who would like to held some event at the Celebration Pavilion.

5. Beverages and Food Service Department with Lost Prevention Department.

Lost Prevention Department has a job to make sure all the guests and the hotel safe from any harm. If there are any guests make a fuss in restaurant area or any Beverages and Food Department outlet, when the staff could not handle, the lost prevention team help. Besides, some of the guests often left their belongings in restaurant or bar area. If in the end of the day, the guest is not come to take the belongings back, the staff will give the stuff to the Lost Prevention Department to be kept until some period.

B. Job Description

In the past few months, writer joins Renaissance Bali Uluwatu Resort and Spa as a Young Ambassador in Beverages and Food Service Department. Writer gets the opportunities to learn restaurant's staff duties and responsibilities through be part in Clay Craft Restaurant team. In three months, writer gets to gain much knowledge through different position in the restaurant. There are some positions that have been entrusted to the writer, such as:

1. Hostess.

Hostess is the very first person that gives the first impression of the whole restaurant services. Hostess has a crucial job to make the guest feel comfortable to eat at the restaurant. For morning shift, writer came at least at six in the morning and came to the hostess table. Starts with wrote down each occupied room's guest status then copied into two. While writer were filling the sheet, the senior would prepared some changes money and turned on the Micros. The restaurant in open at 6.30, so before that, hostess must standby at each guest to welcome the guest.

As a hostess, writer must follow some step. First, greet the guest if the guest already seen and did some opening talk. Then ask about guest preference seat (inside or outside). After that, explain about the breakfast buffet, especially about the signature dish, Uluwatu Egg Benedict (egg benedict that uses tamarind hollandaise sauce and sambal matah). Then offer some coffee or tea if the guest want and lastly ask for the room number. If there are any order of coffee or tea, place the order in the bar. The Clay Craft Restaurant close at 11 a.m. for breakfast, so 15 minutes before the closing hour, writer will came to guest and inform about the last call. If all already done, writer would help the senior to separating the bill, while standby for lunch.

2. Breakfast waitress.

As a Young Ambassador at Beverages and Food Service Department, writer had opportunities be a waitress in breakfast session. As soon as arrived, writer would check the responsible area that has been divided a night before, then went straight to the section. The restaurant is divided into two areas, inside and outside. In inside area, there are section one and section two, and for the outside area there are section three, section four, section five, section six, and some additional tables. In the first week, writer was being placed in section one and two while. There are some responsibilities of waitress toward guest. After guest being seated by the hostess, make sure to the hostess is the coffee or tea already being offered or not. Because the breakfast system in Clay Craft Restaurant is buffet, the writer does not need to take any order.

Second, writer will check around to every guest's table is the coffee or tea glass already empty or even half-empty. Writer will offer to refill the coffee or tea or if the glass already empty and guest does not want to refill, the glass will be cleared up. Besides to check about the coffee or tea, writer will went around checking are there any empty dirty dishes that could be taken out. Before took out the plate from the table, if the guest still sit, ask the guest is the table could be cleared or not. Make sure to take as much as possible dirty dishes to avoid going back and forth to guest's table. After the guest left, writer would clean the table with disinfectant and napkin then refill the cutleries.

3. Buffet runner.

The responsible of being a buffet runner is to make sure all of the chinaware is enough to be used by the guest and also make sure all of the buffet area is clean. First thing to do as a buffet runner was to put the food tag in the right place and check was it the right food or not. There are four section of the buffet, Asian, Western, Pastry, and Juice Bar. Then put the cutleries needed for guest to pick up the food. After prepared the food tag and cutleries, writer will prepare the sauce. If all of them were done, writer will clean the shelves. Every 30 minutes, writer would walk around the buffet area to make sure the area was clean. Besides, if the chinaware or glassware already half-empty, writes would refill the chinaware and the glassware. If the breakfast time already done, writer took out the buffet cutleries so could be cleaned and the food tag so could be changed for tomorrow breakfast.

4. Coffee runner.

Usually as a coffee runner, writer would be accompanied with one senior. The senior will make the coffee or tea and writer would deliver the coffee or tea to the guest's table. Before that, there are a few things that must be prepared. First, writer took out the clean coffee cup from the panel room to the bar. Then, took some fresh milk, chocolate milk, soy milk, and coffee bean, and brought to the bar. After put the stock in fridge and shelves, writer would bring gallons of water. Lastly, check the special milk (coconut milk, almond milk, etc.) availability on the juice refrigerator. After the restaurant closed for breakfast, writer must checked the coffee cup in the steward area, if there are some stained cup, writer would bring the cup back to be treated (soaked in chemical). Next, writer must clean the teaspoon and

check if the spoon shiny enough. After that, the clean teaspoon would be put in the box to be used for the next day.

5. Back of the house.

Back of the house also has an important role even does not interact directly with guest. When writer was placed in back area, the first thing that must be prepared is the outside area of the restaurant. Start from prepare the cutleries box, butter and bread plate and salt and pepper. Besides, writer would also prepare the honey, strawberry jam, and sugar bowl. When all of that already prepared, writer would prepare the back area, starts from took the glass rack, box to soak the cutleries and trolley to put the dirty dishes. After the breakfast time was over, all the dirty cutleries, chinaware, and glassware were brought to the steward. The cleaned cutleries would be polished by writer and put into side station.

6. Food runner.

A food runner only works in lunch and dinner. Before being a food runner, there are some requirements such as must know and remember the name of the food and condiments and also the table number because for lunch and dinner will be a la carte. The writer was being trusted to be a food runner for the past one and a half months. The job desk as a food runner is not simple. First of all, the writer would take down the blackboard, and then refill all the chinaware and glassware that was used for breakfast to the shelves and side stand. After that, the writer would prepare cold water on water jug then put on the refrigerator. Next, the writer wrote the quote on the black board and prepares the food tag used for tomorrow breakfast, then separates the food tag based on the section (Asia section, Western section, pastry section, and salad section). When finish, the writer would bring out the wine, to be set upon the table and also refill the sauce (tomato sauce, sauce, nuoc cham dipping sauce) and dressing (tartar, blue cheese, garlic aioli and mayonnaise). After that, the writer went to pastry on the back area and asked for welcome bread and brings to the western kitchen, then put on the bread box to keep the bread warm. When already finish, the writer could the coconut to collect the juice for tomorrow breakfast.

When the order came, writer would check the table number then gave the welcome bread and the special butter (butter mixed with herb and Cajun) to the guest. When the food already cooked, writer would deliver the food to the table. Near closing time, the juice buffet for breakfast must be prepared. Start from put the food tag to the right area, hang the blackboard, refill the chinaware and glassware, set-up the juice bar area, and also set up the guest table (inside area). Every Thursday and Sunday, there would be fogging, so all of the chinaware, cutleries, glassware must be covered. Sometimes, if the guest was just a few, writer had the opportunities to take the guest order. After prepared for breakfast buffet, writer would go to the back area and brought the dirty dishes to steward then polished the clean one. Lastly, the napkins that were used from breakfast until dinner would be counted, then delivered to the laundry.

C. Problems and Solution

1. Problems .

As the one that never been in food and beverages industry before, writer sometimes faced a problem, such as:

- a. When the writer was in charge as a waitress at breakfast buffet, guest complained about the coffee or tea. Sometimes, there was a complaint about the order which was late for more than 15 minutes. Sometimes, the order fell down so the barista did not see. There were also guests that complain about the coffee not strong enough or too strong.
- b. When the writer was in charge as a coffee runner, sometimes the waitress or the hostess did not write the right table number. Because of that, writer delivered the coffee or tea to the wrong table. There was some case that no one sits on, so the coffee would be thrown away.
- c. When the writer was in charge as a food runner, there were few moments that the food delivered to the wrong table. Sometimes writer also gave the wrong condiment to the guest. For example, the Cajun Chicken must come with garlic aioli, but writer gave the mayonnaise instead.

2. Solution.

As the one whom directly in-touch with guest, if there was a problem, as fast as possible, the writer would find a solution, so guest would not wait for too long. There were some solutions that the writer came with to resolve the problem, such as:

- a. The guest who complained about the late delivery of coffee or tea was happening when the restaurant had many guests. Once, after the guest complained, writer would go the bar and checked about the order and directly asked the barista. Then, when there was a guest that complains about the taste of the coffee or the tea, writer would ask if the guest would like to change to the new one.
- b. The table number in the order sometimes was not clear enough. If there were not many guests that came, the writer sometimes just looked at the table, if the table was empty, writer would wait for a moment. If there was no one came to the table, the writer would come to the waitress of the section or hostess about the order that had been written.
- c. After delivering the food to the table, the writer usually checked the order list, was the food right or no. A few times, the food was delivered to the wrong table, most of the time, the guest would reject the food then, writer would apologize first then went back to check it again. Then, for the wrong condiments, writer usually apologizes to the guest and asks if the guest want to change the condiment or not.