

## **CHAPTER III**

### **TRAINEE PERFORMANCE**

#### **A. Placement and Coordination**

Food and Beverage Service Department has to coordinate with other departments to ensure the flow of the hotel works smoothly. Here are the team work descriptions between Food and Beverage Service with others department:

##### **1. Food and Beverage Service with IT Department**

IT Department is a team that responsible to repair system, network or computer in hotel. The responsibility of IT Department in Food and Beverage Department are:

- a. Fixing the software and hardware in restaurant counter
- b. Repairing the internet network in restaurant area
- c. Maintaining the technological support to ensure the successful event or meeting.

##### **2. Food and Beverage Service with Engineering Department**

Engineering Department is responsible to repair the damage of the hotel's electrical devices. The responsibility of Engineering Department in Food and Beverage Department are:

- a. Fixing the air conditioner or lamp
- b. Fixing the coffee machine
- c. Repairing the EDC machine.

##### **3. Food and Beverage Service with Reservation Department**

Reservation Department is responsible to reserve the room or restaurant (breakfast, lunch, dinner, or party event) before the guests come to the hotel. Food and Beverage Service staff will prepare the restaurant based on reservation data. The responsibility of Reservation Department in Food and Beverage Department are:

- a. Providing information of restaurant occupancy
- b. Providing information about guest with special needs (baby chair, allergic, etc.).

##### **4. Food and Beverage Service with Accounting Department**

The Accounting Department is responsible to:

- a. Check all restaurant payment from online and walk in reservation by cash, voucher, or credit card payment
- b. Arrange and create the food and beverage tax
- c. Create the food and beverage finance report.

5. Food and Beverage Service with Talent and Culture Department

Talent and Culture Department is responsible in recruitment and staffing new employee. Human Resources actually should find competent employee by giving test, interview and training. The responsibilities of Talent and Culture Department duties in Food and Beverage Department are:

- a. Recruiting new employee,
- b. Managing payroll, taxes, and employee relation issues,
- c. Training staff or new employees,
- d. Checking the staff attendance.

6. Food and Beverage Service with Sales and Marketing

Sales and Marketing is the key to handle sales of marketing an enterprise with offering goods for sale. There are some relationship between sales and marketing with Food and Beverage Department in the hotel:

- a. Increase the restaurant profit in food and beverage through promote to people
- b. Promote the restaurant and ballroom to some group or individual.

7. Food and Beverage Service with Front Office

Front Office is responsible to manage check in, check out, and guest bill during their stay at the hotel. The responsibility of Front Office Department in Food and Beverage Department are:

- a. Giving the guest information regarding guest special needs, check in, and check out time in hotel
- b. Giving the room list to Food and Beverage Service

8. Food and Beverage Service with Food Production (Kitchen/Pastry)

Food Production is department which needs art and skill for food preparation and production for restaurant, room service, and banquet room. The responsibility of Food Production Department in Food and Beverage Department are:

- a. Preparing and cooking the food before restaurant open
- b. Cooking for a la carte from restaurant or room service

c. Doing food testing before the event held in ballroom.

9. Food and Beverage Service with Housekeeping Department

Housekeeping Department is responsible to maintain, take care, and clean all sections and rooms. Cleanliness is very important for the guests who stay or visit the hotel. The responsibility of Housekeeping Department in Food and Beverage Department are:

- a. Reporting the lost and found goods in restaurant area
- b. Cleaning the restaurant area and doing deep cleaning as on schedule
- c. Providing the uniform for food and beverage staff
- d. Determining linen parstock for food and beverage service
- e. Calling room service to clear up the room service utilities in guest room
- f. Helping to prepare and clean banquet area.

**B. Job Description**

Writer has agreement to be trained in Food and Beverage Service at Collage All Day Dining. Collage All Day Dining is a restaurant with open kitchen concept, so guest can see the cook process directly. It provides many international (Western, Chinese, Japanese, India) and local food. During the training, writer took role as a hostess. But, writer should be a waitress, barista, and egg runner before moving to hostess. Not only in restaurant, writer also helped in banquet section. The job descriptions are as follow:

1. Waiter/Waitress

Waiter/waitress is a person who working in restaurant operational to serve a food and beverage to the guest. When as a waitress, writer responsible to:

- a. Prepare chinaware, tissue, and toothpick



Every morning, prepare the tissue from hostess to side table in section A, C, D.

Figure 3.1.Tissue



Figure 3.2. Chinaware

Before the restaurant open, waiter prepared the chinaware use trolley. This chinaware put in under table of egg station.

b. Set up table for breakfast/lunch



Figure 3.3. Set Up for Breakfast

The set up for breakfast are table mat, white napkin, water goblet, B&B knife, center piece (plant), B&B plate, dessert fork, dessert spoon, dessert knife, salt and pepper.



Figure 3.4. Set Up for Lunch

Set up table for lunch are table mat, water goblet, red napkin, B&B plate, B&B knife, dinner fork, dinner knife, dinner spoon, sugar bowl, jam, salt and pepper.

c. Sing a happy birthday song and give birthday cake for guest who request it



Figure 3.5. Guest Birthday Cake

If the guest request a small birthday cake with sing from waiter/waitress team, the guest should pay Rp. 300.000.

- d. Prepare kids chair (if needed)
- e. Prepare kids playground in restaurant every weekend (beside hostess counter)
- f. Clear up the table
- g. Serving beverages (tea, coffee, juice, sparkling water, stir water).
- h. Folding guest napkin
- i. Prepare bread a la carte if the guest want to order
- j. Prepare the sugar in sugar pack holder
- k. Prepare jam in jam container
- l. Polish the chinaware, crockery and cutleries
- m. Prepare bread for a la carte order
- n. Prepare table mat and napkin from laundry



After break at 12.30, writer took the table mat and napkin from laundry, after that fold the napkin.

Figure 3.6.Napkin

- o. Clean bar undercounter, pick up the fruit and juice, take out the beverage ingredient (milk, juice, syrup) that has already expired, and arrange the beverages by date of expired (for the new put in back and the beverages which near with expired date put ahead).



Before go home, writer help to clean the bar undercounter.

Figure 3.7. Cleaning Bar Undercounter

## 2. Barista



Figure 3.8. Automatic Coffee Machine

Barista is responsible to make a coffee based on the guests' order. In Pullman Jakarta Central Park, writer made coffee using automatic coffee machine to accelerate time. There are some types of coffee that writer made, such as black coffee, cappuccino, espresso, latte, and mochacino.

## 3. Egg runner

When the writer working as an egg runner, writer responsible to stand by in egg station, writer took notes egg order from guest, give the queue number for guest table, write the special request (additional condiment, half cook, well done, etc.), then serve the egg to guest.

## 4. Hostess

Hostess is responsible to:

- a. Welcoming the guest
- b. Count the cigarettes and write the total in log book
- c. Check the guest arrival list from front office and restaurant reservation
- d. Write the guest total pax with room number
- e. Escort the guest
- f. Seating the guest to the guest table
- g. Unfolding guest napkin
- h. Write the number of guest table and the beverage order, then give the note to waiter/waitress
- i. Answering restaurant telephone
- j. Release the no show status restaurant reservation

k. A La Carte menu knowledge



Figure 3.9. A La Carte Menu

This is A La Carte menu for pizza, dessert and side dishes which available to order for lunch and dinner. As hostess, writer should know the price, ingredient, and food name.

l. Collect and arrange the name tag for cake



Figure 3.10. Writer Arrange Cake Name Card

In morning shift, writer arrange the cake name card in front of display cake, jam, chocolate

m. Farewell the guest.

5. Banquet section

If the senior staff in banquet need help, writer do some task such as:

- a. Polish the banquet chinaware
- b. Folding banquet linen (table cloth, seat cover, skirting) and put in cabinet

## C. Problems and Solution

### 1. Problems

- a. Although not always, guest complaints can be found on a certain occasion.  
During the shift, the writer receives complaints from the guests because one of the colleagues did not properly greet the guests.
- b. The restaurant handles pest control regularly, but it might not too often as writer still found pest problems.
- c. The guest complained because found stain in table mat.
- d. The writer colleagues forgot to make coffee order. The guest was very disappointed because he waited too long (more than 5 minutes) and was angry to writer.
- e. There is no morning briefing every day. So, writer a little was confused to know what the job position on the first day.

### 2. Solutions

- a. Writer listened to guest's problem, even the guest was very disappointed and spoke with high tone. Writer then asked for an apology sincerely and promise that this case will never happen again. Restaurant supervisor helped to convey the problem and communicate about it with the colleagues. Writer gives free chai latte and scrambled eggs as apology to guest.
- b. Writer told senior staff when finding a pest problem. The senior staff helped in handling the pest problem by conducting deep cleaning in the front and back service area. The hole pipe which can be access to the pest are closed. In front service area, Housekeeping Department also helps to keep the restaurant clean and make sure no more pests problem once a week.
- c. When the guest complained, the writer apologized and promised it will never occur again. After cleaning the guests' table, writer makes sure no more stain in every guest table to avoid the same complain.
- d. Writer listened to the complained, apologized to the guest, and made the coffee immediately. The writer then served the coffee personally.
- e. Before to operational hour, writer checked the Whatsapp group to know the duties on that day. But, if there is no information, writer asked the Assistant Restaurant Manager regarding writer position to assist the senior staff.