



Hak cipta dan penggunaan kembali:

Lisensi ini mengizinkan setiap orang untuk mengubah, memperbaiki, dan membuat ciptaan turunan bukan untuk kepentingan komersial, selama anda mencantumkan nama penulis dan melisensikan ciptaan turunan dengan syarat yang serupa dengan ciptaan asli.

Copyright and reuse:

This license lets you remix, tweak, and build upon work non-commercially, as long as you credit the origin creator and license it on your new creations under the identical terms.

CHAPTER III

TRAINEE PERFORMANCE

A. Placement and Coordination:

During the Industrial Placement, writer was put in Daily Treats around two Months from 13 January – 3 May. Writer was observed that Food and Beverage has close relationship with other department such as Housekeeping Department, Front Office Department, Marketing and Sales Department, Engineering Department, Food Production / Pastry Department, Human Resources and Security department

1. Food Production/Pastry Department: Communication between Food and Beverage Department and Food Production/Pastry Department is mainly around food order, cake order and cake and pastry display in Daily Treats. In the morning Pastry Department will set up the cake and bakery also will refill some cookies in display, also if there cake order Food and Beverage will informed pastry to make the order.
2. Front Office Department: Front Office Department will informed all the guest booked room with breakfast, also the member of Marriott Bonvoy for any discount in Food and Beverage.
3. Housekeeping Department: Communication between Food and Beverage Department and Housekeeping Department is maintaining the cleanliness of Daily Treats area.
4. Marketing and Sales Department: Food and Beverage Department provide Food and drink for promoting also afternoon tea set up for photoshoot because every months have a different theme. Such as: Valentine's Day, Chinese New Year, Women's Day, etc.
5. Engineering Department: Help to fix and maintain all Department regarding electricity such as Ac, Lamp, and telephone.
6. Human Resource Management: Human Resources would notice Food and Beverage Department regarding the training program for employee and trainee, potential trainees and employees to plan an interview or screening job candidates. Also employee and trainee can consult regarding work, and anything.

7. Security Department: Food and Beverage Department and Security work closely in maintaining guest security, safety measure and emergency communication.
8. Finance Department: Food and Beverage Department will report all the billing to finance and finance will record the billing. Such as complimentary voucher and other billing. Finance who handle all the payment for employee and training.

B. Job Description

Writer was put in Daily Treats at The Westin Jakarta around two months, here are job description and duty:

Opening Check List:

1. Check today things to do from last night
2. Check all table cleanliness
3. Display JING Tea trolley
4. Put Food tag
5. Put “Fresh by The Juicery” flyer on all table (Daily Treats and Bridge)
6. Preparing all the equipment for operational
7. Inventory all of par stock (JING Tea, aqua, and soft drink)
8. Refill daily par stock (chocolate, sugar, sauce, etc.)
9. Fold up cocktail napkin
10. Check the cleanliness of bar area
11. Check reservation for today
12. Set up afternoon tea
13. Reconfirm reservation to the guest (9 AM)
14. Record and report to Engineering for any maintenance issue
15. Change flyer “Crafted by The Westin/ at 10 am (Pink and White)”
16. Change “afternoon tea flyer at 12 PM”

Closing Check List:

1. General briefing at 3 PM
2. Check reservation for today
3. Check cleanliness back area
4. Completing all thing to do list & side duties
5. Change flyer “Crafted Cocktail” at 5 pm (Black)
6. Set up Electronic candle to table at 5.45 PM
7. Lower the lightening to 70% at 7 PM
8. Inventory all of our par stock (JING Tea and Beverage) at 10 PM
9. Clean up coffee machine
10. Put back JING Tea trolley at back area
11. Tidy up all equipment and keep it in the drawer
12. Takeout food tag
13. Count & drop dirty napkins to linen

C. Problem and Solution

1. Case one

Every Weekday occupancy of Restaurant is full booked, there are some Japanese family who want dining in Seasonal Taste (one of the Restaurant at The Westin Jakarta) but all table is already booked then the hostess suggest them to dining in Daily Treats because the menu is same with restaurant things that make it different is in Daily Treats sell is a la carte and Seasonal Taste is Buffet. Then the guest choose the menu after that the writer was told the guest if the food that they order takes around 30 minutes to make it and beside that the state of restaurant is also full of a la carte orders because we use the same kitchen with the restaurant and the guest was agreed with that. Then the writer put the order in micros, after 30 minutes the food is coming and the guest was upset because its take a long time although the writer was told the guest before.

Solution: Writer report the situation to the staff immediately then the staff explained it again slowly that the food they ordered take around 30 minutes and the staff also told if all food is cooked in one kitchen.

Outcome: Finally, the guest is understood with the condition and still paying the food. The staff also suggest the guest if they do not want to wait long to eat at the restaurant they can order through in room dining or the can reserved before.

2. Case 2

Guest order drink consist of ginger juice, lemon, hot water and honey. As lobby lounge Daily Treats did not have ginger juice. Guest were informed it would took a while and offered other variant of drink that available such as tea and coffee. Guest agreed to wait and writer ask to bartender to make ginger juice, and in that time supply of ginger in bar is running low, so the bartender need to take the ginger in cold kitchen at basement.

Solution: Writer told the staff about this and then writer explained to him thoroughly that Daily Treats did not provide much variant of fresh juice as seasonal taste (one of the Restaurant in The Westin Jakarta) and suggest JING ginger tea and the other variant of JING tea. Writer also explained it would take a while because the bartender need to take the fresh ginger from basement. Then the staff give him ginger tea as complimentary.

Outcome: Guest understand with the explanation and guest happy because the staff in Daily Treats is really care with the guest.

Problem could happen anytime and anywhere, it is important to writer to prepare and ready. Writer trained to be able to handle problem in all situations calmly and make sure everything's settled. In this situation is important to listen carefully and empathy to be able solve the problem and achieve the best solution for all. Sometimes there are some guest did not admit that they not understanding and when handling that patience is the main key. Explain everything clearly and in a good tone, help guest understand their mistakes without offending them. Do not forget to always smile in all situation and express gratitude such as "Thank you for your patience" or "A pride can help you" also give positive energy to them.