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## **CHAPTER III**

### **TRAINEE PERFORMANCE**

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

During Industrial Placement in Sofitel Bali Nusa Dua, Talent & Culture and Food and Beverage Service Manager together agreed to put the writer in Toya Beach Bar as a waiter for three months. Waiter is part of the Food and Beverage Service Department. The writer chooses to stay in waiter section is because of some reason. First reason is in waiter, the writer can learn a lot not just only knowledge in waiter, but from the other department. Waiter didn't stay in one place like as a waiter in Toya Beach Bar but waiter also support to another restaurant when that the restaurant is crowded like kweezene restaurant and LohBar, and waiter learn many about cocktail and also system in the cashier like posting the order in the system, print the bill and closing the bill. Second reason is because waiter can contribute to help other department to assist their guest. The other reason will be written in the job description.

Service in Sofitel Bali Nusa Dua should give a good service, because guests who stay, most come from abroad and aim for a leisure. As a waiter, the writer should have a good performance such as skill to talk and think fast. Waiter in Sofitel Bali Nusa Dua Bach and Resort is as has an important role because most complaints come from service.

In Sofitel, waiter must have a good relation with other department, such as with the same department in the Food and Beverage Service, like the Bar and also from another department like kitchen, waiter should have a good relation with the Recreation, Engineering, and other division in each department. The most important thing in a restaurant is service and the second is a food and beverage, in other words, waiter need to know everything about the guest, either it is a request or a concern.

The writer's coordinating with the other following divisions such as,

#### **1. Waiter with Reservation**

Every day, the reservation is always give information when the guest wants to lunch or dinner in the Toya Beach Bar Restaurant, and the waiter will be prepare the table for guests who have a reservation.

## 2. Waiter with Recreation

Waiter in the Toya Beach Bar Restaurant also responsible in near beach, and for the near beach has a place to play, like play ball and volley, when the land is uneven, the waiter will call the recreation staff to level the land.

## 3. Waiter with Butler

When a villa guest is sick or asks to bring buggy to the Toya Beach Bar Restaurant and the waiter is on duty to call the butler to deliver the guest to the villa by bringing the buggy to the restaurant.

## 4. Waiter with Engineering

If there's some technical problem in the restaurant, waiter should call the engineer and wait for the engineer to fix the problem in the restaurant.

## 5. Waiter with cashier

If there's some guest has a member card like Accor plus the waiter should inform to cashier to make a bill get a discount.

## 6. Waiter with kitchen

a. If there some guest has an allergic with the ingredient like a peanut or egg, waiter should inform about the guest special request to the chef, so that there are no complaint.

b. The chef will be inform the waiter, when some food is not available, so the waiter should to write it on N/A (Not Available) paper.

## 7. Waiter with Bar

a. When there are guests who want to order drinks, but not the desired drink is not on the menu, the waiter should ask the bartender if the drink can be made.

b. The Bartender will be inform the waiter, when some ingredient is not available, so when guests order drinks, where one of the ingredients is not available, the waiter must explain to the guest about the available ingredients.

## 8. Waiter with medical service

Toya Beach and Bar is located near beach, and most of the guests who play at the beach are exposed to sea urchins at the feet. As a waiter, the waiter must immediately call the medic to come to Toya Beach Bar to treat the guest.

## B. Job Description

### Sequence of Service in the Toya Beach Bar

Table 3.1 Sequence Of Service

No	Step	Timing and explanations	Standard	By
1	Welcoming and seating guest		- Hostess / Server will greet the guest upon arrival at the towel counter entrance with smile and warm and asking for the room number by saying “ Bonjour <i>selamatpagi/siang</i> , Madame / Sir, Welcome to Toya Beach Bar, may I have your name and room number please”	Server
		After leaving the guest we have to come back to towel counter and record it	- Name and Guest room Number to the recorded on the daily guest record	
		1 minute to explain to guest	- Server will inform the Beach situation to the guest.	
2.	Seating the guest		- Beach server will be escorting the guests to the appropriate long chair/cabana	Server
		Ladies first	- Server open the towel for the guests	
		Also tell them if they need assistant we got linkman button hanging at umbrella	- Server will explain the lunch menu and drink list that has been on the table	
3.	Taking food and beverage order		- Beach server will take the order by ladies first from side or in front of the guest. - All order to be written on the captain order and	Server

			<p>order to be repeated.</p> <ul style="list-style-type: none"> <li>- Server will explain for the time of preparation to the guest ( beverages in 15 minutes and food in 30 minutes)</li> </ul>	
4.	Serving food and beverage order		<ul style="list-style-type: none"> <li>- Server to be serves the food and beverage to the ladies first</li> </ul>	server
		Mention special request that the guest ordered	<ul style="list-style-type: none"> <li>- Server explain to the guest regarding their food or beverage.</li> </ul>	
5.	Quality check		<ul style="list-style-type: none"> <li>- After 2 or 3 bites server will check for the guest satisfaction by saying “Mr/s....., how is your drink or food ?”, and offer if any other assistance needed for the guest.</li> </ul>	Server
		Always asking for second drink	<ul style="list-style-type: none"> <li>- Beverage that % empty to the refreshed or changed upon the guest requests .</li> </ul>	
6.	Clearing up	Asking guest experience	<ul style="list-style-type: none"> <li>- Clearing up dishes whenever guests finished</li> </ul>	Server
		Make sure table are clean	<ul style="list-style-type: none"> <li>- Server always maintain guest table every time.</li> </ul>	
7.	Presenting check	Double check to the guest if the bill are correct	<ul style="list-style-type: none"> <li>- Before presenting the check, server to ensure all the items is correct.</li> </ul>	Server
			<ul style="list-style-type: none"> <li>- Bill cover is clean and tidy</li> </ul>	
8.	Bill fond farewell		<ul style="list-style-type: none"> <li>- Server will thank the guest to Toya Beach Bar</li> </ul>	Server

## 1. Waiter

### Morning waiter job:

- a. Prepare before work
  1. Prepare sunbed and towel near the beach
  2. Setup the table in the restaurant, make sure the table is clean and tidy-up
  3. Prepare ingredient in the bar
  4. Calculate and deliver dirty napkin to the laundry
  5. Check the damage at the restaurant.
  6. Make a oshibori and give to the guest
- b. The server must also be able to be cashier, to speed up the order process, such as being able to post orders to the system, print the bill, check discount and closing bill
- c. Follow the Sequences of service

### Middle waiter job:

- a. Morning server will be overhand the job like handle the order of the guest.
- b. Take napkin in the laundry
- c. Dusting the table, because the restaurant is located in outdoor so when seating the guest make sure the table is clean.
- d. Promote happy hour, happy hour means buy 1 get 1 free for the same items only for cocktail drinks, start 3 pm until 7 pm.
- e. The server must also be able to be cashier, to speed up the order process, such as being able to post orders to the system, print the bill, check discount and closing bill
- f. Setup the table in the restaurant, make sure the table is clean and tidy-up
- g. Follow the sequence of service
- h. Closing table near beach
- i. Calculate and deliver towel to the laundry.

### Afternoon waiter job:

- a. Middle shift server will be overhand the job like handle the order of the guest.
- b. Dusting the table, because the restaurant is located in outdoor so when seating the guest make sure the table is clean.

- c. Polish cutleries
- d. Setup the table in the restaurant, make sure the table is clean and tidy-up
- e. Promote happy hour, happy hour means buy 1 get 1 free for the same items only for cocktail drinks, start 3 pm until 7 pm.
- f. Wash the candle holder and replace it with a new candle
- g. Setup dinner plate on the table
- h. Follow the sequence of service
- i. Closing the restaurant

### **C. Problem and Solution**

1. Problem found during internship
  - a. When the guest pays by room charge and already signs and fill the bill but when the writer check in the system the guest is doesn't have a deposit so should to pay by card or cash, but the guest already leave the restaurant. So writer should go to the guest room and explain to the guest about the deposit and ask the guest to pay the bill, this incident makes the waiter waste time.
  - b. Guest complaint because the food is not ready and the guest already waiting until 30 minutes and at that time the restaurant is crowded.
2. Solutions to the problem found
  - a. Before presenting the bill, check the guest room number in the system, is there a deposit or not. so as not to waste time waiter while working.
  - b. When the restaurant is crowded, and there are guests who arrive to the restaurant, make sure the guest wants to wait for his food for about 20 or 30 minutes so that guests do not complain when the food comes for a long time.