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CHAPTER III

TRAINEE PERFORMANCE

A. Placement and Coordination

From the beginning of the placement, writer has been placed in Food and Beverage Product as commissary in sixth month, what writer learned from the apprenticeship is that all types of work in the hotel is a teamwork. The Food and beverage product Department is much assisted by other departments in carrying out its duties this is related to the fact that basically the operational concentration of the hotel pivots on the guests. To provide maximum satisfaction, the task is not only charged to one department only but the entire department at the hotel, each has interconnectedness. Here are the types of Food and Beverage product cooperation with other departments:

1. Food and Beverage Product Department with Food and Beverage Service Department.
Responsible for all guest orders in the form of food are processed in the food product. And the results of the processed food that is served is very influential on guest satisfaction and is supported by good service.
2. Food and Beverage Product Department with Purchasing Department.
Responsible for all goods and materials needed in the food product department. In carrying out the purchase must really pay attention to the quality, quantity, and price of the goods purchased.
3. Food and Beverage Product Department with Engineering Department.
Responsible for maintaining and repairing equipment, including equipment in the food product department that has a large equipment, which repairs using special tools. The engineering department routinely checks equipment in the food product to keep the equipment working according to function.
4. Food and Beverage Product Department with Laundry Department
Responsible for washing kitchen cloths and uniforms are worn by food product employees. Routinely dirty uniforms must be changed immediately to maintain the cleanliness and environmental health of food products.
5. Food and Beverage Product Department with Stewarding
Responsible for the provision of cleaning tools and equipment as well as the safety of the tools used by food product.

6. Food and Beverage Product Department with Marketing Department

Responsible for promoting food products in the hotel to be seen by customers so they can eat at the hotel the role of the marketing department is also important for food products.

B. Job Description

As a trainee of food and beverage product department, writer placed in *Commissary* for six-months. Writer got morning shift during industrial placement, start from 7 a.m. to 5 p.m. There is the job description that should be done by trainee in all day, such as:

1. Understanding of basic hygiene and sanitation.
2. How to fill the daily temperature check list for refrigerator, freezer and AC split.
3. How to cover and labeling all the product.
4. Understanding of safe fridge.
5. Familiarization the coloring cutting board and cutting method.
6. Understanding of FIFO and FEFO system.
7. Familiarization the BEO.
8. Storage vegetable and fruits.
9. Received vegetable and fruit.
10. Familiarization ala carte menu and banquet menu.
11. Make preparation for breakfast, lunch, dinner, buffet, and ala carte.
12. Set up the breakfast, lunch, dinner, buffet and ala carte.
13. How to be cleaning and sanitizing all the kitchen utensils.
14. Set up high tea at executive lounge.
15. Clear up the breakfast, lunch, and buffet.

C. Problem and Solution

1. Problems

a. Individual

- 1) Sometimes writer needs more time to review so the writer can follow the workflow in Novotel Tangerang.
- 2) Writer had difficulties to pay attention to details, for example when setting up high tea, and cutting method.
- 3) When there is a high occupancy, the writer must do an extra back up for the menu in breakfast.

b. Hotel

- 1) When high occupancy many orders but lack of employees.
- 2) Lack of cooperation among departments or among sections which often led to errors in operations.

2. Solution

a. Individual Solution

- 1) Analyzing what should be done and making a list. Asking for advice from the staff.
- 2) Trying to pay more attention to small things and double check the work.
- 3) Try as fast as possible to be able to make a backup menu for the breakfast.

b. Solution for Hotel

- 1) Apply more for staff or daily worker to helping the other staff.
- 2) Before start work do the briefing to make more communication organize and make motivation in working place.