

## **CHAPTER III**

### **TRAINEE PERFORMANCE**

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

The writer has an Industrial Placement in InterContinental Bandung Dago Pakar for 6 month the writer has an Industrial Placement in the Food and Beverages department at Food and Beverages service as a waiter for most of the time, what make the writer realize that teamwork and communications between the worker/trainee are important to give the best services and meet the guests expectations.

The schedule or time for working are four day work and three days off for trainee because of the pandemic that makes the hotel occupancy become lower and then the working time for trainee become less, each intern are given an option to get more experiences by choosing the shift time and the role to do at InterContinental Bandung Dago Pakar Food and Beverages services. There are 4 roles that available in Damai Restaurant at InterContinental Bandung Dago Pakar first is waiter, second is In Room Dining, third is Hostess, and last is the Bar all of that will be explained more in job descriptions.

Writer experiences the firsts three months handling the morning shift which is experience the breakfast times. Breakfasts is the most busy time which is a good times to learn more about the flow of breakfasts in hotel and increasing our skills in aware of surrounding and the communication between each worker/trainee.

The rest of the months of training the writer work in the afternoon shift, afternoon shift usually have a lower number of guests than the morning time for breakfast. A la carte are offered to the guest when there is no event from the hotel (buffet), the writer learn different type of lessons from the breakfast at the morning in a la carte the writer as a waiter needs to explain the menu to the guest, remember the ingredients and needs to have a good react skills when the guest need something or want something for them. The afternoon shift actually needs more accurate skill of thinking to coordinate the flow of the dinner because of the guest food and beverages are delivers straight to the guest.

The F&B Service department is related to other departments especially when working together in communication, the coordination that needed first with the Front Office department where the guest are doing the reservations through the Front Office department and then the Front Office department will inform to the F&B Service for the detail reservations of the guest then the guest reservation are input to the restaurant list.

With the Housekeeping department when the guest are need the items that run out in their room usually the guest tell any staff they saw, so when the F&B Service are requested to deliver the items F&B Service need to inform the Housekeeping what are the items and where is the guest room that requested it vice versa.

## **B. Job Description**

During the Industrial Placement, the writer placed in Food and Beverage service Department. The writer position are gives different everyday depend on the needs of the team, but usually as a waiter. The writer gets new experienced such as taking order, start a conversation with the guest, operate EDC machine, serve the guest.

There is many thing to do as a waiter not just taking order and deliver the food to the table in the restaurant but to give a good services to the guest, build the good impression to the guest , and make sure the guest satisfy with the service. The preparation that need to do before the breakfast time start are the basic needs for the guest like, toothpicks, tissue, ash tray, cutleries needs to be available at every section. The Afternoon preparation is the menu scanner need to be put on every table or at least available at every section, when starting the evening to night time waiter prepare the LED candle for the lightness in the terrace on every table.

In room Dining positions where the trainee or staff must have the knowledge to operate the EDC machine because of the guest payment need to be proceeds after the guest receive the food or beverages they order. The writer learn more about the how to manage thing efficiently because of the food or beverages that ordered by the guest need to be arrive at about 30-45minutes depends on the order. The preparation that needs when breakfast time are the tray must be put on top of the hot box to always ready for deliver the food, in afternoon telephone must be ready for communicate when order are coming and

usually afternoon tea list will come, and the evening to night the evening cocktail list will come so need to be alert at all time for the information list of afternoon tea and evening cocktail that need to be deliver to the room and of course the usual in room dining order for individual guest besides the afternoon tea and evening cocktail.

Hostess positions that be at the front of the restaurant welcoming guest with smile and gratitude having a job to record the in and out guest from the restaurant, seating the guest, over handle taking order to the waiter, and then go back to the front near the cashier. The writer learn that being a hostess needs to stays in character, always show positive emotions because hostess is the first row in the restaurant for guest to see. The preparation before breakfast start are the list of the guest that will come to the restaurant for breakfast hostess need to record in and out guest need to be the same as the reservation applies to all of the guest that have reservation, the hostess need to be precise about the in and out guest record.

Bartender positions that serve all of the beverages to the guest, needs the knowledge and skills of making beverages especially when the guest request unusual thing for they drinks. The writer learn about some of the alcoholic and non-alcoholic beverages, basic drinks that hotelier should know moreover if working in the F&B service department. The breakfast preparation for the bar are prepared from the night before like the juice because the hotel provide juice to the guest the bartender need to make the juice usually the day before during the afternoon time where the breakfast ends, prepare the alcoholic drinks for the a la carte take the alcoholic beverages into the display place in the bar, in the night when the restaurant closing the bar need to put the alcoholic back to the storage and set up the bar with teacup, sugar bowl and glass for tomorrow breakfast.

Here is the brief of the writer's job description at InterContinental Bandung Dago Pakar :

Waiter

1. Taking order
2. Deliver Food and Beverages
3. Setup preparation for A la Carte and Breakfast
4. Polishing Cutleries and plate Distribute Cutleries and plate

5. Setting up the table for occasionally event
6. Mopping or clear back area when shift done

#### In Room Dining

1. Deliver food and beverages to guest rooms
2. Deliver request to the guest rooms (plate, cutlery, condiment, etc.)
3. Taking and deliver back the bills to cashier
4. Deliver afternoon tea and evening cocktail to guest rooms
5. Make sure tray are clean and clear
6. Proceed the guest payments
7. Doing the back area job when there is no order coming in (making cutlery in napkins, polishing, and distributing)
8. Distribute sign for breakfast at each section
9. Distribute cutlery needed for buffet in breakfast

#### Hostess

1. Welcoming the guest
2. Seating the guest
3. Record in and out guest
4. Upselling
5. Setting up the guest reservation
6. Arrange guest seating
7. Print the guest reservation list

#### Bartender

1. Prepare Juices for breakfast
2. Making alcoholic and non-alcoholic beverages
3. Prepare condiments for beverages
4. Take in and out the alcoholic beverages
5. Make sure area bar are clean Setting up bar area for breakfast
6. Setting up equipment use for breakfast like juice glass, sugar bowl and blue glass

### **C. Problems and solutions**

Throughout experience that waiter through that have been many up and down and also the problems that meet in every section or job desk given start with the waiter the most time experienced by the writer.

Waiter's job is to taking the order and make sure that the order are as guest expectation and not disappoint the guest, the problems that the writer experienced is the order did not go in the machine the paper in the machine are run out and the guest is already wait their order for about 30 minutes. Then the writer told the kitchen the order that did not go in and then after the order are ready to serve the Chef give some compliment of fruit slice in platter to make the guest feel comfortable and understand about the lateness.

The solution of this problems is to always double check the printer machine to make sure that every order are coming in and can be executed right away after the order comes out of the machine. Another problems is the lack of light in the terrace section of Damai restaurant where the source of light are the city views, LED candle and medium size lamp on the wall so the solution to this problems is to add more light by placing more LED candle in every table at terrace section of Damai restaurant.

In room Dining's job is to deliver the food to the guest rooms and then settle the payments that already inform by the cashier, but there is time when the writer found the problems like when the order is late the cooking process took long than expected then the order become late arrive at the guest rooms. The solutions that writer do is to apologize to the guest politely and with smile, explain the lateness because the time is busy time.

Hostess's job are welcoming the guest, escorting the guest to the table and then over handle the taking order to the waiter's but the most important is to record the in and out guest. The problem that writer's experience are note the wrong guest name and number and the solution that writer do is repeat the record by making sure to the guest/double check and then the problem's solved

Bartender's job is to make sure all the beverages are prepare, and served well to the guest and making the beverages that ordered by the guest, the writer's problem when making the beverages is forgot to give the additional simple syrup for lemon tea and the

solution is waiter come and get the simple syrup to the guest right after it served without the simple syrup.

The Problems that writer experiencing during on the job training at InterContinental Bandung Dago Pakar are :

1. The lateness of guest food's order.
2. The order printer machine is run out of paper.
3. The lack of lighting sources in the terrace Damai restaurant.
4. The lateness of In room Dining order that need to be deliver to the guest's rooms.
5. Mistaken to record the guest name and room number.
6. Forget about the condiments for the guest drink.

Here are the solutions that writer do to fix the problems above :

1. Give compliments to the guest as the sign of apologize and to make them feel appreciated.
2. Always double check for the paper inside the order printer machine to make sure every order are come in exactly like the guest order.
3. Because of the Damai restaurant theme is natural to watch the night city light, so the solution is to add more LED light for light sources to the guest.
4. The solutions to this problem is to explain to the guest, why the order is late and explain with smile and polite.
5. Double check, for this solution the writer's approach the guest while still near and ask to make sure that the record of the guest is not wrong. If it's wrong just change to the right one after knowing from double check the information to the guest.
6. This is the little things but can be fatal because the condiments can affect the taste of the guest drinks, the solution is asks the waiter to send the left condiments. If no one's around and it possible to send the condiments, just send it right away.