

CHAPTER III

TRAINEE PERFORMANCE

A. Placement and Coordination:

The writer was placed in the Food and Beverages Service department, which teach him to be good for communicating and cooperating to everyone, especially to the guests and the staffs.

1. Food and Beverages Department – Service Department
 - a. Helping to clean and scrub the restaurant area.
 - b. Double checking the order.
 - c. Following up the orders that have not been made.
 - d. Reminding the chefs and the staffs about the pre-ordered items.
2. Food and Beverages Department – Food Production/Pastry Department
 - a. Making the food as the order description.
 - b. Set up food preparation in accordance with menus and recipes.
3. Food and Beverages Department – Engineering Department
 - a. Helping to fix the error or broken machines such as micros and coffee machines.
 - b. Helping to turn off the lights in specific area.
4. Food and Beverages Department – Lost and Prevention Department.
 - a. Giving information about how to deal with sudden natural disasters and robbery.
 - b. Giving directions to the parking lot areas.

B. Job Description

The Chinese National and Summers at the pool are the names of Swissotel Jakarta PIK Avenue restaurants. The Chinese Nationals offers international dishes starts from Asian, Western, and Italian dishes. The Chinese National name inspired by sir Alex Kusuma as the owner of the hotel the most signature from the Chinese National is the Chinese food. The hotel also had a pool bar and restaurant which is called Summers at The Pool. The pool bar and restaurant family-friendly that serves a wide range of food and drinks.

1. The Chinese National

- 1) Do the briefing at the outlet every morning
- 2) Dusting the tables.
- 3) Arranging the chairs.
- 4) Bringing cutleries box out to side the stands.
- 5) Filling up water jugs.
- 6) Setting up for breakfast, buffet, and dinner.
- 7) Filling up the guest water glass.
- 8) Clean up the plates, glasses, and cutleries after the guest finish the food.
- 9) Put the dirty plates, glasses, and cutleries in the pantry room
- 10) Do bashing using oval tray or using trolley to give the dirty plates, glasses, and cutleries to the steward and ask for wash.
- 11) Polishing plates, glasses, and cutleries after wash from steward.
- 12) Do the briefing at the outlet after lunch and go home.

2. Summers at the Pool

- 1) Do the briefing at the outlet every morning.
- 2) Dusting the tables.
- 3) Arranging the chairs.
- 4) Making cutleries set.
- 5) Filling up water jugs.
- 6) Escort the guests to the seat.
- 7) Give the menu to the guests.
- 8) Taking order from the guest.
- 9) Making drink if the guest order drink.
- 10) Give information to the kitchen area if the guest order food.
- 11) Take the food from the kitchen and deliver to the guest.
- 12) Clean up the plates, glasses, and cutleries if the guest finished the food.
- 13) Put the dirty plates, glasses, and cutleries in the pantry room
- 14) Do bashing using oval tray or using trolley to give the dirty plates, glasses, and cutleries to the steward and ask for wash.
- 15) Polishing plates, glasses, and cutleries after wash from steward.
- 16) Do the briefing at the outlet and go home.

3. Banquet

- 1) Do the briefing at the banquet office every morning.
- 2) Prepare the equipment such as ballpoint, small notes, and handy talky.
- 3) Cleaning every meeting room and ballroom such as dusting the tables inside the meeting room and ballroom.
- 4) Setting up meeting room and ballroom such as u-shape, class room style, board meeting style, hollow square, fish bone, wedding style, and theatre style if there is any event.
- 5) Standby in the coffee-break station and preparing drinks for the guests if there is any meeting or event at the meeting room and ballroom.
- 6) Setting up stages for wedding or event party at the ballroom.
- 7) Setting up chairs and tables at the meeting room and ballroom.
- 8) Do the briefing at the office and go home.

C. Problems and Solutions

1. Problems

In the early period of industrial placement, the first problem that is difficulty in adapting to new people and environments. At first, the writer is hesitant to make friends with other trainees and employees and at the beginning of the industrial placement, the writer was not familiar with the workflow in the Food and Beverages Services department, where everything needs to run effectively and organized. Faster work is expected when working in the Food and Beverages Services. The main responsibility of this section is to serving the guests from arrive until the guests leave, so it is necessary to have fast response and accurate serving skills, which will be difficult because of insufficient skill and tools (broken trolley and little bit tray).

2. Solutions

By getting closer to the people around, slowly this problem can be handled. The initial way is to initiate a conversation about a work-related topic and also tried to work with different partners and make friends not only in the Food and Beverages department but also from other departments. And for the insufficient skills and tools to solve that all the tools and the amount will be breaking down in detail and start preparing before breakfast to dinner to keep things organized also to support daily tasks the writer always borrow the tray and trolley which is not used from the other outlet.