

CHAPTER III

TRAINEE PERFORMANCE

A. Placement and Coordination:

In every hotel especially in Mercure Tangerang BSD City, each department is working together so the hotel businesses can go smoothly, avoid problems and receive guest satisfaction. The food and Beverage Department has coordination with other departments such as Food Production/Pastry Department, Front Office Department, Housekeeping Department, Engineering Department, Sales, and Marketing Department, Finance Department, Purchasing Department, IT Department, HR Department, Graphic Designer, Executive Manager, Marcom Manager, Steward Department, and Security Department.

1. Food & Beverages Department – Food Production/Pastry Department

Food Production/Pastry Department helps Food & Beverages Department to make food starting from the main course until the dessert for the buffet and a la carte menu.

2. Food & Beverages Department – Front Office Department

Front Office Department gives the information about the important guest (long stay guest, Accor plus member-guest, VIP guest, etc), the guest data, occupancy, RBF (How many people can have a breakfast), keep the closing bill from Food & Beverages Department cashier, etc.

3. Food & Beverages Department – Housekeeping Department

Housekeeping Department helps to control the restaurant area to be clean and hygienic from any bacteria. Housekeeping Department is responsible for the public area (for example lobby lounge, restaurant, and bar), back area, garden, and kitchen area.

4. Food & Beverages Department – Engineering Department

Engineering controls the electricity, and appliance and fixes the equipment or the appliance if there is damage, especially in the restaurant and bar area.

5. Food & Beverages Department – Sales and Marketing Department

The Sales and Marketing Department help Food & Beverages Department to sell the Food & Beverage promotions and control the event (birthday celebration, wedding, etc).

6. Food & Beverages Department – Finance Department

The Finance Department helps the Food & Beverages Department to note all the revenue from Food & Beverages Department and input the data to the hotel bookkeeping.

7. Food & Beverages Department – Purchasing Department

Purchasing Department helps Food & Beverages Department to note the inventory and contact the supplier if there is SR (Store Requisition) and PR (Purchase Request).

8. Food & Beverages Department – IT Department

IT Department helps the Food & Beverages Department to control the system is running smoothly and fix if there is system damage, especially in the banquet area (meeting room and ballroom area).

9. Food & Beverages Department – HR Department

HR Department help to recruit new staff or trainee for Food & Beverages Department and make sure all the staff is work based with the hotel SOP (Standard Operational Structure).

10. Food & Beverages Department – Graphic Designer

Graphic Designers help to give a beautiful decoration if there is a feast day. Examples 1 February 2022 (Chinese New Year), 2 April 2022-2 May 2022 (Ramadan and Eid Mubarak), and 25 December 2022 (Christmas).

11. Food & Beverages Department – Executive Manager

The Executive Manager helps to check the important data from Food & Beverages Department and other departments before reporting the bookkeeping to the general manager to be signed.

12. Food & Beverages Department – Marketing Communication Manager

Marketing Communication Manager helps Food & Beverages Department to control the event for example yoga activities, kids activities, etc that are running smoothly in the garden area.

13. Food & Beverages Department – Steward Department

Steward Department helps Food & Beverages Department to wash the equipment and cutleries so that the equipment and cutleries are clean and also hygiene from any bacteria.

14. Food & Beverages Department – Security Department

Security Department keeps the area safe and controls all the operations running smoothly, especially in the lobby lounge, restaurant, and bar.

B. Job Description

The author takes 6 months to do the Industrial Placement Program starting from 12 January 2022 to 11 July 2022. As a trainee of the Food and Beverage Service Department, the author has 5 days to work with 2 days for the holiday. The author has 8 working hours per day with an extra working hour approximately 12 hours in morning and afternoon shifts. The morning shift starts from 6 A.M to 6 P.M and the Afternoon shift start from 2 P.M to 12 P.M. Below is the job description that the author does during the Industrial Placement Program.

1. Restaurant Division

a. Greeter

As the greeter, in the morning shift, the author must take a note about how many guests are taking the breakfast according to the automatic billing control or the guest in the house (able to charge people if the people are more than the benefit that are given by the hotel). In the afternoon, the author must take a note of how many guests that has a lunch buffet. During the afternoon shift, the author must stand by the greeter, be able to take the order from guests, and take a note of how many guests are having the dinner. The author must be able to last call the guest before closing the breakfast, lunch, and dinner buffet. The author must note and share the reports to the Food and Beverage

Whatsapp group about how many actual, enrolments (sell All Accor membership), Google review, etc after the breakfast, lunch, and dinner are done.

b. Lobby Ambassador

As the lobby ambassador, the author must be able to chat with the guest for example: how is the food and the service for today?, ask the review and comment from the guest, asking the guest to input the review in Google review, guest comment or trip advisor. As the lobby ambassador, the author also must sell all Accor members (free members to join) to target 5 each day.

c. Arranging Food Tag

As a Food and Beverage Service trainee, the author must note the menu for lunch and dinner at the Hot Kitchen, GDM, and Pastry every day. After knowing the menu, the author must find the food tag according to the menu, write the food tag on the blackboard, print the food tag if the menu is new, and put the food tag in each section.

d. Clear up and Dusting (Table and Buffet Table)

As the Food and Beverage Trainee, the author must clear up the dirty plate, glass, and cutleries and put on the big tray. The author also must be dusting the table by polishing the table with Gel G512 Table Chemical.

e. Polishing Stainless Standing Barrier

The author must polish the standing barrier with glass cleaner chemicals and roll tissue.

f. Set up Buffet Breakfast

After the dinner, the author must set up the buffet for tomorrow's breakfast (mug, glass, cereal bowl, saucer, soup bowl, and cutleries in each station).

g. Handle Coffee Station

During breakfast time, the author must be able to handle the coffee station by refilling the milk if the milk is run out, making sure the water and the coffee beans are full in the coffee machine and making sure that the coffee machine is clean.

h. Taking Order and Serving Guest

As a Food and Beverage Trainee, the author must be able to do the taking order, know well about the menu, and sell the food promotion or the special menu to the guest. After taking the order, the author must input the order into the cashier, justing cutleries, and serve the food to the guest. The author must also be able to help the guest to do the payment. The author must be able to use EDC Machine to help the guest to do the payment with a card.

i. Folding Tissue and Pocket Cutleries

After dinner, the author must to folding the tissue and pack the cutleries in the paper pocket for tomorrow's breakfast.

j. Polishing Cutleries

The author must polish the cutleries with the service napkin so that there is no fingerprint on the cutleries.

k. Folding Take Away Box

If there is a takeaway for tomorrow, the author must to folding the takeaway box according to the size needed and put all the boxes on the kitchen table.

l. Packing Cutleries for Take Away

If there is a takeaway for tomorrow, the author must pack the dry tissue and the cutleries then keep all the packs in the food and beverage drawer for tomorrow.

m. Packing Mask For Meeting

If there is a meeting for tomorrow, the author must pack a mask and wet tissue and then put the pack in the meeting room.

n. Clear Up Astray

The author must clear up and dust the astray by throwing the ashtray trash in the dry trash bin and washing the astray in the wash basin.

2. Bar and Lobby Lounge Division

a. Making Beverage

The author learns to make some beverages, for example, fresh juice, milkshake, and tea.

b. Sell Pastry Promotion

In the bar, the author must sell the “High Tea Package” that contains 1 tea or coffee with 1 pastry.

c. Washing and Polishing Dishes

In the bar, the author must be able to wash the dirty dishes and polish the cutleries with the service napkin.

3. Food and Beverage Admin

a. Cashier

- Posting and Settle Bill

If there is an order from the Restaurant, Lobby Lounge, or Room Service, the author must be able to post the bill, handle the payment (Cash, Card with EDC Machine, or Room Charge with Deposit), and settle the bill.

- Receiving Phone Call

The author must be able to take a phone call from a guest, note the taking order, and noted if there is a reservation. The author must be able to take a phone call not only from the guest but also from other departments, especially from the General Manager.

- Closing Bill

a) Shift 1 and Shift 2

In the evening approximately at 6 P.M, the cashier staff must do the closing of the bill. The author helps the staff to do the closing bill after all the bill has been settled. The author must take all the printcit (from kitchen and bar) and attach according to each

yellow and red bill. The author must to separates the yellow bill and the red bill. The author must separate according to the bill category (kitchen yard, lobby lounge, or room service), separate which one to use credit or debit, and sort the bill according to the bill number. The Author must record the bill number and each billing category in the daily captain order report (for the red bill). The author must print using Rhapsody Live System in the engineering office (Credit Card Transaction, Daily Cashier Record, and Detail Cash Cashier) and attach to each yellow bill. For Detail Cash Cashier, the author must take the cash from the cashier drawer, attach to the Detail Cash Cashier paper, note, and put into the Cash Remittance. The author must note the room folio in the book and put into the back office at the same time with a combination of the yellow bill and cash remittance placed in the safe deposit box. The red bill is placed in the cashier drawer.

b) Shift 3

For shift 3, same with the shift 1 and 2 but there are additional reports that must be printed. The author must print such as Credit Card Transaction, Daily Cashier Record, Detail Cash Cashier, FB Revenue by Time Zone, House Use/Entertain/Compliment Record, and Void Bill (FBC). The author must print such as Daily Non-Sales by Service, Daily Sales by Service, and Discount by Payment Type Detail (FBM). The author must attach the report with the yellow bill. The author must note F&B Voids, Discount and Compliment – Shift Reconciliation and attach with the yellow bill if there is OC, Entertain, or Welcome Drink from other head departments. The author also must note the Daily Bar Inventory (recording of stock additions and reductions in stock of goods).

b. Food and Beverage Report

- Breakfast Reconcile Paper

After the breakfast is done, the author must note the data in the Breakfast Reconcile Paper. The author must note according to the automatic billing control and the guest in house. The author must note the total revenue posting, posting journal, voucher (if any), complimentary (if any), pax walk in, total revenue walk in, etc in the Breakfast Reconcile Paper. The author must be posting the bill if there is a Voucher or Complimentary. For Complimentary, the author must photocopy the automatic billing control that has the code of 2030 or 7.500 (circle the code and the room number), and the author must print the Accor membership card that was given from the front office (attach with the bill of Complimentary, photocopy the bill and attach with Breakfast Reconcile Paper (if any). For Voucher, the author must attach the voucher with the bill, photocopy the bill and attach with the Breakfast Reconcile Paper (if any). The author must attach the Breakfast Reconcile Paper, photocopy of add breakfast bill (if any), photocopy bill complimentary and voucher (if any), photocopy the automatic billing control (if any complimentary), automatic billing control, and the guest in house. The author must take the Breakfast Reconcile Paper to the Purchasing Department Office to be signed by Mrs. Siti.

- Breakfast Reconcile and Breakfast Consume in Microsoft Excel

After the Breakfast Reconcile Paper is done, the author must input the data to the Breakfast Reconcile (note the occupancy, total guests in house, entitle breakfast, actual take, how many children, walk-in guest, in house guest, OC, and Entertain) and Breakfast Consume (note the walk-in guest pax and the revenue) in Microsoft Excel.

- Inputting Guest Comment

After the guest are fulfill the guest comment, the author must input the data into the Guest Comment Summary in Microsoft Excel.

C. Problem and Solution

In working in the Food and Beverage Service, there are also problems that are experienced by the author. These are the problems and the solutions that the author faced during working as a trainee in Food and Beverage Service Department in Mercure Tangerang BSD City.

1. Lack of Printing Machine for Food and Beverage Staff

During working in the Food and Beverage Department the first problem that happens is hard and spending a lot of time doing the printing. In the food and beverage department before the restaurant's operational hours starts, the staff must make a food tag. Some food tags already exist and are provided, but sometimes the hot kitchen provides new menus and this requires the food and beverage staff to make manual food tags using laptops and do the printing. Previously printing could not be used by staff, which required staff to bring laptops and go down to the basement floor to do the printing. That makes the staff spend a lot of time just doing the printing. The solution given is that currently printing has been provided and can be used by staff so that it saves time for staff to do their jobs.

2. Lack of Laptop for Food and Beverage Staff

During working in the Food and Beverage Department this is the second problem that is happening. The food and Beverage Department have limited available laptops for staff. Every day, some staff has to use the laptop to input all reports data and make food tags before the restaurant's operational hours start while on the other hand there is admin staff who also have to input important food and beverage services data such as reservations and other important reports that must be using the laptop. This is one of the problems that experienced by the staff. The solution obtained is that each staff must take turns using the laptop to complete the respective tasks.