

CHAPTER III

TRAINEE PERFORMANCE

3.1 Placement and Coordinator

To run your own hotel or restaurant, good cooperation is needed to achieve maximum and satisfying goals and results. The Apurva Kempinski which has many restaurant outlets also connects one with another to achieve totality for both employees and guests. Especially for the Reef Beach Club where the author did his trainee period, Reef Beach Club itself collaborates with other departments so that the restaurant runs smoothly. As for Food and beverage service & bar, it is very connected to other departments. The connected departments are food production/pastry department, front office department, housekeeping department, engineering department, sales and marketing department, purchasing and receiving department, finance department, HR department, steward department, security department, other restaurant outlets.

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

The Food Production/Pastry Department works in collaboration with the Food & Beverages Department to create a wide range of dishes, from appetizers to desserts, for all meal times. The main distinction is that the pastry items, such as baked cakes, are prepared in the main kitchen on the 15th floor, while the kitchen outlet is responsible for plating and using any leftover ingredients. All raw food materials are sourced from the main kitchen for each dish.

2. Food & Beverages Department – Front Office Department

The front office department has the task of guiding VIP guests to the Reef Beach Club area, as well as handling the distribution of free food/drink vouchers on offer. Not only that, the buggy man also plays an important role in transporting guests because the location of the Reef Beach Club is at the end of the beach, where the journey takes energy and time for guests to walk.

3. Food & Beverages Department – Housekeeping Department

Housekeeping plays an important role in maintaining the cleanliness of the restaurant area, both indoors, outdoors, pools and bathrooms which will be handled

by public attendants. Florist also help to assembling flower arrangements for display at breakfast or at events

4. Food & Beverages Department – Engineering Department

The engineering department has the task of controlling every electronic, including cables, especially cables planted on the beach, gas cylinders, pipes, air conditioning in indoor areas, speakers for DJs and bands, fixing dishwashing machines, fixing coffee machines, and many more.

5. Food & Beverages Department – Sales and Marketing Department

The sales and making department is tasked with promoting the Reef Beach Club outlet both online, offline and upselling. The sales and marketing department also handles events such as weddings in the chapel, ballroom or garden, from vendor management to the end of the event. The sales and marketing department also handles large events that require a banquet team, apart from weddings, there are official meetings or official parties.

6. Food & Beverages Department – Purchasing and Receiving Department

Purchasing and Receiving will handle purchases with suppliers and record outlet needs in both dry stores and beverage stores and supervise the process of purchasing and receiving then picking up the goods by the person concerned. Meanwhile, all goods collection transactions can only be carried out from Monday to Friday because on Sundays you will not receive goods from suppliers and beverage stores and dry stores are closed.

7. Food & Beverages Department – Finance Department

Finance will help handle incoming and outgoing finances by double checking whether they are correct.

8. Food & Beverages Department – Human Resource Department

Human resources are tasked with recruiting and training employees, as well as maintaining welfare and training employees to meet luxury hotel standards and have a vision and mission similar to Kempinski.

9. Food & Beverages Department –Steward Department

The steward is responsible for managing the cleanliness of the kitchen and cleaning up unused items and ensuring that all kitchen needs are clean. The steward is also tasked with carrying out daily checks and cleaning of the engine so that the engine lasts.

10. Food & Beverages Department –Security Department

To maintain security and privacy and luxury hotels, security is needed so that everything is arranged safely for both the hotel, employees and guests.

3.2 Job Description

The author carried out an industrial trial program for 6 months at The Apurva Kempinski Bali from 10 July 2023 to 9 January 2024. The author was placed at the Reef Beach Club outlet and took part in the bar, although the author was also equipped to be a server. The author gets 5 working days and 2 days off each week with working hours of 9 hours with a break of 1 hour and a maximum of 14 hours. Below is the author's job description when carrying out the industrial placement program.

3.2.1 Restaurant Division

A. Beverage Runner

The author's first job at the Reef Beach Club was as a beverage runner, responsible for delivering drinks from the bar to various sections of the club, including indoor, outdoor, cabana, and beach areas. In addition to delivering drinks, beverage runners also assist with tasks such as folding napkins, setting up cutlery for meals, and helping with table setup and cleanup. The author initially worked as a beverage runner for one week as an introduction to the environment, but later took on the role to support the team during busy periods when there was a shortage of staff.

B. Bartender and Bar Back

The author begins their work at 9 AM in the morning. The first task is to prepare garnishes for breakfast, lunch, and dinner. If any necessary items are missing, the author will quickly retrieve them from the main kitchen. The author checks and replaces labels, using different colors for daily items and dates for items that will be used for a week or longer. Labels must be checked and replaced daily to ensure that no expired items are used. Next, the author prepares garnishes such as lime, lemon, orange, mango, melon, papaya, spinach, carrots, Oreos, and others for both garnish and juice purposes. The author also makes watermelon and mango juice for pre-act and provides mint leaves. A list of items needed for both morning and afternoon, such as milk, beer, and tea, is also made. The author sets up beer buckets, coconuts,

and pineapple skins in the cabana for upselling. During breakfast and lunch, the author cleans and sets up the bar table, with liquor and liquor at the back and whiskey and gin at the front. At 11 AM, lunch orders can be taken for mocktail cocktails. The author also restocks the bar by retrieving items from the store, such as gallons, wine, mineral water, spirits, and chilled juice. In the dry store, the author retrieves items such as coffee beans, canned lychee, and honey. In the loading dock, the author takes coconut and pineapple skins, while in the main kitchen, they retrieve dairy, vegetables, and fruits. Every 3 days, the author retrieves herbal medicine for breakfast and mocktails from the Penyer Deli outlet in the lobby. During sunset hour (4-6 PM), the author upsells by offering a special cocktail menu to guests in the cabana and beach areas.

4. Barista

The coffee machine at the Reef Beach Club outlet is an automated machine that offers single, double, and americano options. During breakfast, the author is able to make both hot and cold coffee. To make hot coffee, the author is skilled in steaming milk and creating latte art to enhance the guests' experience. Additionally, the author serves tea in a pot for breakfast

5. Polishing Glassware

As for the bar, the author washes the used glasses himself with a dishwashing machine, and polishes them so they are clean. As for the glasses used at the Reef Beach Club, there are acrylic glasses for the beach area to prevent them from breaking in the sand or swimming pool and use a glass cup at indoor.

Here is the Achievement that author get from The Apurva Kempinski Bali with Lobster Ink and Venza as a learning website.



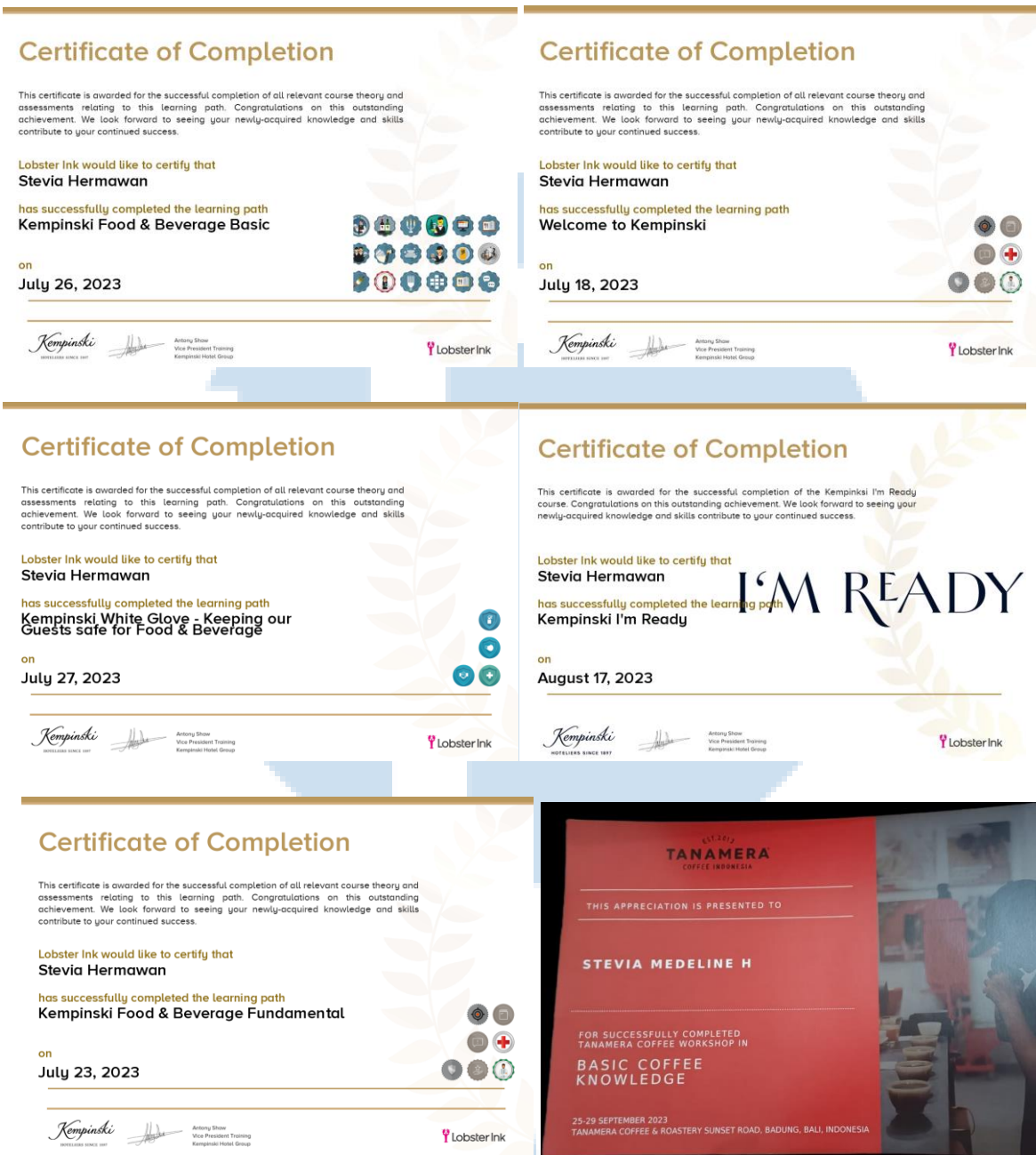


Figure 3. 1 Certificate

3.3 Problem and Solution

While undergoing the industrial placement period, there were problems the author faced at the Reef Beach Club. These are problems and solutions that the author suggests according to the author's experience.

1. Don't know the basics of cocktails

When the author first arrived at the Reef Bar, they were immediately drawn to the idea of learning how to make delicious cocktails and mocktails. They were also interested in learning about latte art. With this in mind, the author approached the

bar and asked if it was possible to study as a server. Fortunately, they were given the opportunity to study at the bar for two months.

At the beginning of their training, the author had very little knowledge about cocktails. However, they were taught the basics, which had a significant impact on them in the first week. This included learning how to properly store and handle juice, liqueur, liquor, and wine. They were also taught about the different types of liquor and spirits available at the bar, including housepouring and other varieties. Once the author had mastered the basics, such as storing and handling spirits, they were then taught how to make the cocktails specific to the Reef Beach Club. This included both classic cocktails and the bar's signature drinks.

2. Unsure of the specific type and name of glass.

The author lacks knowledge about the specific type of glass used at the Reef Beach Club outlet. It is important for the author to familiarize themselves with the names and purposes of different types of glasses, such as martini glasses for martinis and daiquiri glasses for daiquiri drinks. This will also include understanding which glasses are best for serving drinks on the rocks. The solution is to learning about the different types of glasses, the author will gain a better understanding of which drinks pair well with each glass, resulting in a more enhanced taste and visually appealing drink. Additionally, it is important for the author to also consider which garnishes complement each type of glass.

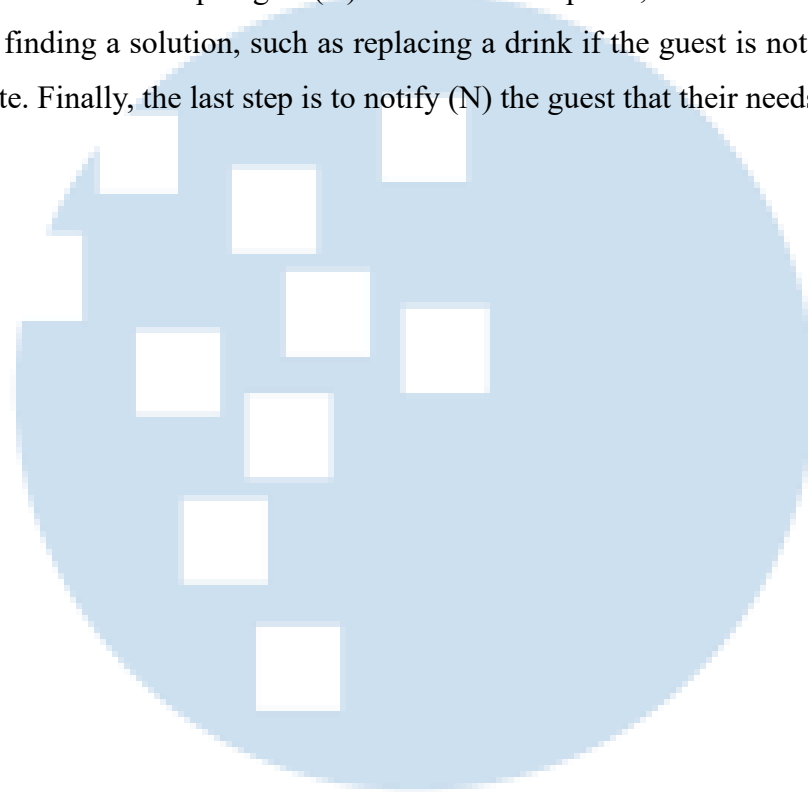
3. Unable to create latte art.

The author is struggling to create visually appealing latte art to serve to guests. The solution to this issue is for the author to improve their technique in steaming milk. Properly steamed milk is crucial in creating latte art, but it can be challenging to achieve. The author must learn how to steam the milk with the correct rotation to produce the desired foam. Additionally, the author is also learning how to pour the milk into the coffee without disrupting the crema, resulting in a well-formed design. This process starts with mastering the basic heart shape and then progressing to more complex designs such as the tulip and free pour.

4. Afraid to face guests and lack of confidence.

At first, the writer lacked confidence in interacting with guests due to fear, which made it difficult to know how to handle them. However, through training, the writer learned how to effectively entertain guests by starting with a smile, a greeting, and asking "how can I help you?" The training also provided knowledge on how to use

the LEARN method when dealing with situations, particularly when handling complaints. The first step is to listen to the guest's needs (L), followed by showing empathy (E) to understand their feelings and the situation, whether they are satisfied or not. Next is to apologize (A) if there is a complaint, and then resolve (R) the issue by finding a solution, such as replacing a drink if the guest is not satisfied with its taste. Finally, the last step is to notify (N) the guest that their needs have been met.



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