

CHAPTER III

TRAINEE PERFORMANCE

3.1 Placement and Coordination

The writer is assigned to the Seasonal Taste restaurant within the Food and Beverage Department as a trainee waiter. In this role, the writer is given different responsibilities outlined by the supervisor, including coffee runner, egg runner, beverage runner, pasta runner, table section/clear up and set up runner, and buffet runner. The Food and Beverage department has relationships with other departments to mutually support the operation of a hotel. Here is the coordination:

1. **Food Production/Pastry Department:** The coordination between the Food and Beverage Department and the Food Production Department involves the connection in ordering and providing food. For example, the menu prepared in the buffet restaurant will be sold by service staff, and kitchen staff will fulfill ala carte orders.
2. **Front Office Department:** Communication with the Front Office Department involves providing information about discounts in the Food and Beverage department to members of Marriott Bonvoy, Club Marriott, as well as walk-in guests. It also includes providing information about the restaurants owned by The Westin Jakarta and how to access the locations of these restaurants.
3. **Housekeeping Department:** Essential coordination with the Housekeeping Department involves maintaining the cleanliness of the Seasonal Taste restaurant area.
4. **Marketing and Sales Department:** The Food and Beverage Department provides the food, and the Marketing and Sales Department promotes to attract customers. This is especially crucial during special themes in the restaurant to entice guests to return to Seasonal Taste.

5. Engineering Department: Relations with this department significantly impact guest comfort, such as regulating and maintaining air conditioning, lights, phones, electricity, and other related aspects.
6. Human Resource Management Department: This department assists employees by organizing training programs to maintain work quality, consulting on job-related matters, and more.
7. Security Department: The Food and Beverage Department collaborates with the Security Department to ensure guest safety, take security measures in suspicious situations and emergency communication. If any suspicious guests or items are found, the Food and Beverage Department reports them to the Security Department.
8. Finance Department: The Food and Beverage Department must report all bills to be recorded by the finance department. Additionally, the finance department handles all payment processes for employees and training.

3.2 Job Description

3.2.1 Task

The writer is placed in the Seasonal Taste restaurant. As a trainee, the writer is assigned various tasks as outlined by the supervisor, namely as a coffee runner, egg runner, beverage runner, pasta runner, table section/clear up and set up runner, and buffet runner. Here is a description of the job and tasks:

1. Recording egg orders and delivering eggs to guest tables (egg runner, breakfast).
2. Taking coffee/tea orders and delivering them to guest tables (coffee runner, breakfast).
3. Recording pasta orders and delivering them to guest tables (pasta runner, lunch).

4. Recording beverage orders and delivering them to guest tables (beverage runner, lunch).
5. Recording a la carte orders, inputting orders into the system, and delivering orders to guest tables.
6. Preparing equipment for buffet operations.
7. Setting up and clearing tables.
8. Maintaining cleanliness and neatness at each table.
9. Ensuring cleanliness in the buffet area and restaurant.
10. Conducting sales or upselling restaurant products.
11. Managing napkin inventory.
12. Folding napkins.
13. Washing and polishing plates, cutlery, and glassware.
14. Sanitizing placemats.
15. Cleaning baby chairs.
16. Refilling sugar bowls, cocktail napkins, wet tissues, and toothpicks.
17. Managing salt and pepper inventory.
18. Cleaning and organizing the coffee section.

3.2.2 Problem and Solution

During the internship at The Westin Jakarta, there were inevitably challenges and difficulties to be faced as a trainee. The most challenging for the writer were language barriers and unfamiliarity with food, beverages, and hotel products.

- Language Barriers:

The writer faced a weakness in speaking English. Although able to understand, responding in English proved challenging. To overcome this, the writer started learning through YouTube, movies, and other resources. Additionally, the writer worked on building confidence to actively engage in conversations with foreign guests, becoming more accustomed to speaking English. It was also important to inquire about proper and polite communication in English with other staff members, as cultural differences come with varying levels of politeness.

- **Difficulty in Learning Products:**

Upon entering the hospitality industry, the writer was unaware of what products should be memorized. However, with the help of leaders, the writer learned about products such as a la carte, buffet, hotel facilities, and frequently asked questions by guests. The writer frequently asked other staff members about things they were unfamiliar with. Of course, the method of memorization involved taking notes and reviewing them after the internship. This proved to be very helpful when guests had inquiries, eliminating the need to repeatedly ask other staff members, as was the case when the writer initially joined The Westin Jakarta.

