

CHAPTER III INTERNSHIP IMPLEMENTATION

3.1 Placement and Coordination

In order to maintain the high levels of service that the guest anticipate, the beverage department at AYANA Resort Bali follow a precise and organized workflow. The main line of communication between the F&B service department and the beverage department during the service. As The primary link between guest and bartenders, server make have to make sure that every drink order is correctly communicated to the bar. This open a channel of communication minimizes mistakes and guarantee that the individual preferences of every visitor are satisfied. Bar runners or beverage runner, who are essential in bridging the gap between drink production and delivery, must provide extra assistance for the process to be smooth and effective.

Bar runners help by swiftly finished drink orders from the bar and delivering them straight to customers guaranteeing precision and promptness. They play a crucial role in ensuring that order are delivered shortly and that they are presented with the consistency and quality that meet the high standards of AYANA Resort Bali. By doing these duties, bar runners allows the bartenders to concentrate fully on creating and mixing cocktails without interruptions, increasing productivity and preserving the quality of the drinks offered.

Waiting for incoming orders before starting to prepare or serve drinks is crucial for bartenders since it avoids errors like missing or wrong orders. This procedure guarantees that every drink is prepared freshly and according to the desires of the customer, preventing needless waste and guaranteeing that every beverage satisfies AYANA Resort Bali high standards. In order to provide seamless service flow even during peak hours, bartenders must also

preserve a proactive attitude by keeping their workstation stocked, organizing supplies, and ensuring the cleanliness of the tools that used in the service while they wait for incoming order. Working together across departments is essential to provide top-notch service.

To coordinate efforts and maintain a faultless guest experience, the beverage department collaborates closely with server, and even the kitchen crew. For instance, when certain meals are served with beverages, the server or bar runners need to synchronize the time to provide a seamless dining experience. Managers and supervisors are essential in monitoring these exchanges, resolving conflicts, and making sure that everyone on the team collaborates well.

In the end, all employees in the F&B chain from service, bartenders, and kitchen help to uphold AYANA Resort's stellar reputation. The beverage department guarantees that visitors receive not just their drinks but also an exceptional experience that embodies the resort's dedication to excellence by cultivating a culture of cooperation, open communication, and attention to detail. And below this is the coordination between the other department:

a) Food & Beverage Service Department:

The hostess will be able to inform us how many bookings or reservation there will be for the service on that day. This information is utilized for identifying whether our guest have any special request or orders, as well as their preferences and any allergies. Most importantly, we can ascertain the amount of preparation required to ensure that the service operates in accordance with our preferences and the standards of AYANA Resort Bali.

b) Housekeeping Department:

To guarantee that everything is done properly and effectively. It is crucial to approach the public attendant for assistance when something unforeseen occurs during the drink preparation or delivery process. To help keep the area tidy and organized, the attendant can help clean up spills and mishaps that

may happens. By keeping the service area tidy and attractive, this not only avoids any possible risk or undesirable incidents but also enhances the general guest experience. The service personnel may concentrate on their work without needless interruptions when a team member steps in quickly to help with cleaning guaranteeing a seamless service process and a favorable impression on clients. In order to provide a pleasant and professional environment that promotes guest satisfaction and greater service quality, cleanliness throughout service is essential.

c) Engineering Department:

The engineering department is crucial to maintaining the seamless operation of the bar and service areas, particularly in the events of technological issues that can cause service interruption. The engineering team intervenes to promptly resolve issues and avoid delays, wether they are related to the building itself or equipment like freezers or brewing machines. They do routines equipment maintenance to prevent problems, and when they do, they take care of the repairs quickly to ensure uninterrupted service. The engineering teams presence allows the personnel to concentrate on costumer service, knowing that technical issues are being resolved. This keeps things running smoothly and efficiently and guarantees that clients enjoy a wonderful, interruption-free experience.

3.2 Job Description

Throughout the period of six months, the writer had the chance to work at eight different location: Unique Rooftop Bar and Restaurant, Main Pool Bar, To'Ge Restaurant, Forest Bar, Rockbar (Rock bar divided into 4 bars: Retail bar, Top bar, Cliff bar, Cabana bar. But I only got the chance to rotate through 3 of the bar that available in the rock bar), and KISIK Seafood & Grill. Each location has a similar jobdesk and they are:

1. Unique Rooftop Bar & Restaurant, divided into opening, and closing shift.
Opening shift 10.00 – 19.00: Opening inventory, Checklist, making ice machine report, installing display & speedrack, making fresh juice, and garnishes. Closing shift 14.00 – 23.00: Taking the necessary item that needed in the operational, overhandling from the opening shift, cleaning the bar area, bar tool, move the display & speed rack to the trolley, polishing glass, and closing inventory.

2. To'Ge Restaurant also divided into opening, and closing shift.
Opening shift 08.00 – 16.00: Opening inventory, Checklist, making ice machine report, installing speed rack, making fresh juice and garnish. Closing Shift 14.00 – 23.00: Overhandling the opening shift, cleaning bar area and bar tools, and doing closing inventory.

3. Forest Bar
Shift 09.00 – 18.00: Taking the item needed for operational, opening inventory, checklist, making ice machine report, making fresh juice and garnish, cleaning bar area & bar tools, also doing closing inventory.

4. Main Pool Bar
Shift 09.00 – 18.00: Taking ice the item that necessary for operation, opening inventory, checklist, Ice machine report, making pre-mix, fresh juice, garnish, cleaning bar area & tools, and inventory closing.

5. Retail Bar
Shift 15.00 – 00.00: Overhandling from Ocean Beach Pool bar, making garnish and pre mix for the bar and top bar, operational service, cleaning bar area and tools, supporting glass and item that necessary for the top bar refill.

6. Cliff Bar
Shift 15.00 – 00.00: taking the item that needed for operational at retail bar, making garnish, premix, cleaning bar area and bar tool and also basement area.

7. Cabana Bar
Shift 13.00 – 00.00: Ice team (bringing packed ice and sharing it to all the bar at rock bar), making garnish and fresh juice, refilling item needed for the next day operation, cleaning bar area and bar tools.

8. KISIK Seafood & Grill

Shift 14.00 – 23.00: Switching OBP bar for break, making garnish & fresh juice, setting the display & speedrack, cleaning bar area & bartools, and bringing the water & beer crate to the bottle room.



3.3 Problem and Solutions

1. Working Speed

The first month's challenge was speed because, in the bar industry, drinks must be served no longer than two (2) minutes after the order slips are printed. For this reason, the writer only assisted with operations during the first month in order to learn how to make drinks effectively and in compliance with AYANA Resort Bali standards. And because of this decision, I've finally started to learn how to create beverages fast and effectively, and I'm still learning how to increase my speed to become better.

2. Language Barrier

The visitors of AYANA Resort Bali come from a variety of nations, although some are from Asian region and do not speak English. In these cases, we communicate with them using body gesture or body language with them or if possible, using Google translate to figure out what they are looking for or want to see.

3. Building and Outlet Location

The 110-hectare expanse of AYANA Resort Bali makes it frequently challenging for trainees or daily worker to travel to their destination, particularly if they are newcomers who have never been to AYANA Resort Bali before. Therefore, we must constantly ask the employees we encounter along the road to point us in the right path. In the same way that we are encouraged to take a confused guest to their destination or provide them with appropriate and precise directions if we encounter them, AYANA Resort Bali purposefully minimize the use of directional sign to guide staff, daily worker, and even trainees as well as to communicate with each other.