

CHAPTER III

INTERNSHIP IMPLEMENTATION

3.1 Placement and Coordination

La Locanda Breakfast interacts with several hotel departments to ensure smooth operations and a high-quality guest experience. Each department works together to ensure a seamless and high-quality breakfast experience for guests, with clear communication and cooperation across the hotel. Here's how each department collaborates with the breakfast service:

1. Front Office

The Front Office plays a key role by providing guests with information about breakfast, including times, location, and reservations. They also inform the breakfast team about guest preferences, dietary restrictions, and special events, ensuring personalized service. Additionally, they guide guests from the lobby to the breakfast area.

2. Housekeeping

After breakfast service, the Housekeeping team cleans the dining area to maintain cleanliness for the next service, since La Locanda is an all-day dining restaurant. This includes vacuuming the floors and carpets.

3. Other Food and Beverage Services Divisions

Different F&B departments work together to provide excellent service during breakfast, in the Ritz-Carlton it was called 'lateral service'. For example, staff from other departments may assist with serving guests or helping as a runner, ensuring the operations run smoothly.

4. Kitchen/Banquet

The Kitchen and Banquet team prepares and provides the breakfast dishes, including appetizers, main courses, and any special items. They ensure that food is cooked to high standards and delivered on time.

5. Pastry and Bakery

The Pastry and Bakery team supplies freshly baked bread, pastries, and other baked goods to be displayed on the buffet.

6. Stewarding

The Stewarding department is responsible for washing and sanitizing plates, glasses, and other utensils used during breakfast. This ensures that everything is clean and ready for the next service.

7. Engineering

The Engineering team handles any technical issues that may arise, such as fixing lights, coffee machines, or breakfast trolleys. They ensure that all equipment is functioning properly to maintain a smooth operation.

3.2 Job Description

During the six-month internship at La Locanda Breakfast, the writer was assigned a variety of roles to ensure smooth breakfast operations. The working hours were from 06:00 to 15:00, with a one-hour break, totaling nine hours daily. The writer was allowed to request the schedule before it was made. At the beginning of the shift, a morning task sheet will also be distributed which outlining each staff member's designated responsibilities and preparation tasks before breakfast operations begin.

Table 3.1 Morning Tasks Job Description

Section	Job Descriptions
Dairy and Juices set up	<ol style="list-style-type: none"> 1. Prepare dairy and juices. 2. Set all of the dairy, juices, and cereals in the wine cellar as the cereal, dairy, and juice corner. 3. Put a jar of water for each station.
Buffet set up at the Bar area	<ol style="list-style-type: none"> 1. Set up the Bakery and Pancake buffet. 2. Take out the plastic wrap and confirm the menu tag. 3. Pick up the bread and croissants from the bakery. 4. Set up the butter. 5. Set croissants. 6. Pass white bread and brown bread to the kitchen.
Buffet set up at Main Dining	<ol style="list-style-type: none"> 1. Set up the cold buffet station. 2. Prepare the ice packs.

	<ol style="list-style-type: none"> 3. Prepare the cold cuts, fruits, dressings, vegetables, etc. 4. Take out the plastic wraps and confirm the menu tag.
Back side set up	<ol style="list-style-type: none"> 1. Check the inventory and expiration dates of each beverage. 2. Pick up chocolate chaud and vanilla syrup from the Lobby Lounge. 3. Take teaspoons, slider bars, and oshibori trays. 4. Prepare coffee and tea in a big tank. 5. Pick up inventory from dairy storage. 6. Prepare hojicha and set it on station A and B. 7. Pick up hojicha pot and teacups from Mizuki. 8. Prepare coffee corner.
Table set up	<ol style="list-style-type: none"> 1. Set oshibori to the oshibori fridge. 2. Put flowers and menu on each table. 3. Set up table at the bar area.

Before the operation begins, there will be a lineup, where all staff working that day gather for a briefing. During the lineup, the team will review the day's gold standard, service values, reservations, guest preference sheets, and guest recommendation intent percentages, and discuss any Guest Incident Action occurrences.

During the operational, the writer rotated through several roles, each with specific responsibilities:

1. **Server:** The writer was assigned to one of three stations: Bar, main dining area, or semi-private dining (opened during busy seasons or special events). As a server, the main duties included explaining the breakfast offerings to guests, taking orders, and keeping track of who was in the area, especially when guests used the buffet. Since there were fewer staff members, effective communication between servers was crucial to ensure that all guests were properly attended to.
2. **Receptionist:** In the receptionist role, the writer guided guests to their tables, provided them with information slips, and recorded their preferences. This role required strong communication skills to ensure guests received accurate details about the breakfast service and were escorted to tables that were ready

3. **Coffee Assignment Staff:** In this role, coffee and tea were served from the buffet area, and the writer was responsible for checking and replenishing these drinks. Additionally, the writer handled other drink orders, ensuring that the buffet area always had a sufficient supply of coffee and tea for guests.
4. **Runner & Dish-Up:** The writer's duties as a runner included passing order slips to the kitchen, carrying food from the kitchen to the dining area, and clearing dirty dishes from the tables. This role required efficiency and the ability to keep the dining area running smoothly.
5. **Busser:** As a busser, the writer focused on cleaning and resetting tables. This involved wiping down tables after guests had finished their meals and ensuring that tables were properly set for incoming guests. Close communication with the receptionist and in-charge was necessary to ensure the dining area was always ready.
6. **Buffet Attendant:** The writer was responsible for restocking buffet items, particularly in the bread and pastries corner, cold dishes corner, and dairy, juices, and cereal corner. Attention to detail and quick replenishment of food items were essential to ensure a seamless buffet experience for guests.

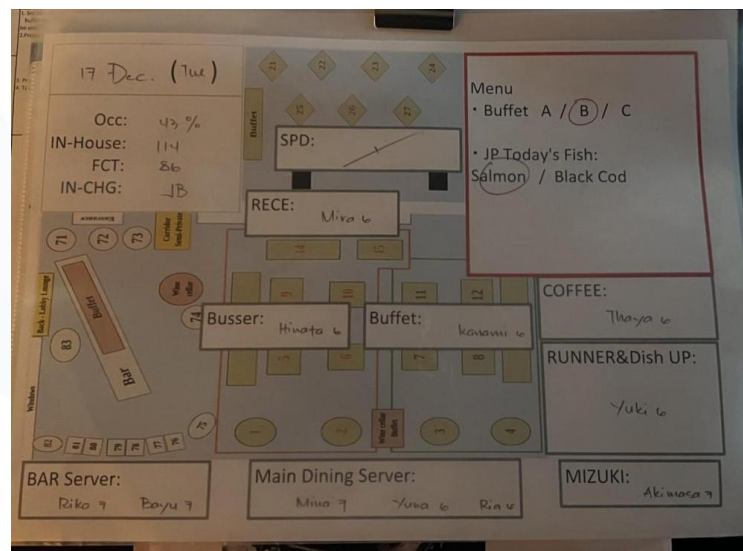


Figure 2.53 Position Assignment

Additionally, before each morning's operation, staff will receive a position assignment sheet with essential information such as the date, day, occupancy

percentage, in-house guests, FCT, service in-charge, staff assignments, and the daily menu, which serves as a reference for all team members.

3.3 Problem and Solutions

1. Guests Arriving at the Same Time

When multiple guests arrive at the same time, it can become challenging to serve them efficiently. To address this, the team focused on optimizing movement and communication to ensure that all tasks were completed quickly and smoothly. Staff members were trained to prioritize tasks and work together effectively during peak times.

2. Missing Order Slips

There were instances where order slips were misplaced, which caused confusion during service. To solve this, a designated box was introduced to store all order slips securely. Additionally, the team began writing key details, such as table number, guest name, order time, and waiter name, on each order sheet to ensure that the information was easily accessible and properly tracked.

3. Language Barrier

As the hotel serves a diverse range of international guests, language barriers sometimes create challenges in communication. The team needed to be able to understand and speak various languages, including Japanese, Chinese, and English, to better assist guests. To address this, staff members were encouraged to learn basic phrases in different languages and utilize translation tools when necessary to ensure clear communication with guests.