

## **CHAPTER III**

### **INTERNSHIP IMPLEMENTATION**

#### **3.1 Position and Coordination**

One of the key responsibilities of the Front Office department is to enhance the guest experience by ensuring the quality of hotel rooms and offering complimentary services that can improve. The writer's 1st placement was in a restaurant called Kitchen Yard. Kitchen Yard is the only restaurant outlet at Mercure Tangerang BSD City. This restaurant carries the theme of all-day dining and semi buffet. When in this restaurant, guests can enjoy buffet or ala-carte dishes, depending on the reservation or package choice that the guest chooses.

In addition to providing food for walk-in guests, Kitchen Yard also works with the room division to provide breakfast for room guests. Room guests will have their breakfast at the Kitchen Yard restaurant. In addition, the Kitchen Yard restaurant also often collaborates with banquet operations where if there is an event such as a wedding, it often uses the Kitchen Yard area as its venue.

In addition to being a venue, usually the dining area for wedding guests uses the Kitchen Yard buffet area. In the end, the banquet area provides banquet services and needs, so Kitchen Yard provides its F&B needs such as providing food and drinks for wedding guests.

The Writer's 2nd placement was in the Room Service or In Room Dining outlet. Where this outlet works primarily with the Main Kitchen and the call operator located in the bar lounge. The room service food ordering system is that guests can contact the call operator to mention their food order. Then the call operator bar contacts the main kitchen to confirm the order or ask about the stock of food that the guest ordered. If you have contacted the main kitchen, the call operator bar will contact the room service staff in charge that day. The room service staff will take the order note and then move to the main kitchen to bring the order to the guest's room. After the food delivery is complete, the room service staff will

return to the call operator bar in the lobby lounge to return the note along with proof of guest payment.

At 3rd placement, The Writer was placed in the banquet area. At this banquet, the writer can work together with the hotel sales regarding what events will be held, so that the banquet staff knows what needs are needed to support the running of the event. Usually, every banquet event has a PIC from the guest and the staff communicates with the PIC regarding the special request arrangement for the event he is handling. The banquet area can also work together with the room division. This usually happens when an event is sold along with a room package.

Sometimes event guests such as meetings who stay at the hotel want their breakfast delivered to their room, so the banquet area staff can contact the room service staff regarding this. The banquet area also works together with the main kitchen to provide coffee breaks, providing information regarding how many pax of coffee break food must be prepared and what time the food must be ready to be picked up by the banquet staff. Also work together with the public area housekeeping. Usually the public area attendant will clean every meeting room that has been used, such as throwing out dry waste, vacuuming the carpets of each meeting room.

### **3.2 Assignment and Review**

The Writer first placement was at a restaurant outlet called Kitchen Yard. The first week he entered, he was placed by the Assistant FB Manager in the back area, with the aim of finding out what equipment and utensils were used. The Writer job in the back area was quite simple, namely just taking plates and dirty cutlery from guests, giving them to the steward to be washed, then polishing everything until clean, making sure there were no stains left. After a week, he just got an assignment on the floor or in the front area that is in direct contact with guests. The task if you are on the floor is divided into several sections, there are sections a, b, c and D. The Writer was placed in section A and pool, The Writer job was to take dirty plates and glasses when guests had finished using them.

In addition to taking dirty plates and glasses when you have an assignment on the floor, you usually have the task of closing the buffet area such as buffet cutlery, coffee machine, tea machine when the meal period is over, for example after breakfast, lunch and dinner. After taking all that out, we go back to setting up the cutlery needed in the buffet area. The cutlery used is adjusted to the menu provided by the kitchen. He was in charge from morning to evening so he get 2 period meals which are breakfast and lunch. Breakfast starts from 06:00 to 10:00 noon on weekdays and 06:00 to 11:00 on weekends. For lunch it starts from 12:00 to 14:00 on weekends or weekdays. When lunch is at 13:00 the next shift will come up and be in charge so usually The Writer immediately overhandle the work at that time and then immediately take care back area like polish.

The Writer 2nd placement was in room service. This placement was the most frequent placement during the internship. The job descriptions when he was a room service were quite a lot. The main job description was to deliver food orders to guest rooms. When guests order food, it has its own system. Guests can order food by telephone, the telephone operator in the lobby lounge will respond to the guest's telephone, after which the call operator will contact the main kitchen to confirm the guest's food order. Because the person who answers the telephone is also the person in charge at the bar usually the drink order has been prepared immediately.



*Figure 3. 1 Room Service Area*

Job as a room service when there is an order to the room is to prepare cutleries and guest napkins according to the food ordered. Then he reconfirms with the kitchen what the orders are and when the food order will be ready for me to deliver. If the food is ready, he will bring the food order using a tray and jack stand. Before being delivered to the room, he has to go to the lobby lounge to meet the call operator regarding the note and payment method chosen by the guest.

When the guest chooses to pay with a room charge, he has to ask for the guest's signature on the payment note as proof. For card payments, he usually brings a receipt with a card payment machine or commonly called EDC (Electronic Data Capture). After that, he goes to the destination room to deliver the order. When he arrives in front of the guest room, the SOP is to knock on the room while saying "room service". The Writer have 3 chances to knock, if the guest does not respond, he will contact the call operator, then the call operator will contact the guest via their room telephone.

When the guest has opened the door, he immediately states the order that was ordered. After the food is in the room, then we offer payment. Usually the guest's payment method can change from the initial agreement. So, it is our duty to be flexible in dealing with this. If the Writer have finished making payments from 3 copies of the bill, he will give the original bill to the guest and he will return 2 copies of the bill to the call operator as proof of payment for the hotel.

In addition to being tasked with delivering food to the guest's room. Being a room service attendant also has an important role in the operational running of the restaurant kitchen yard. When the Writer come in the morning at 06:00, he will be exposed to 2 period meals, namely breakfast and lunch. During breakfast, The Writer have the task of checking whether there is still water, milk, and coffee grounds in the coffee machine or whether they need to be refilled, ensuring that the juice in the chiller showcase is not empty, ensuring that the mugs and juice glasses in the buffet area are not empty, ensuring that the plates and cutleries are not empty, ensuring that the water stations such as infused water and still water are not empty.

At lunch time the coffee machine will be taken out, the job is more or less the same as at breakfast, the difference is that he doesn't need to prepare mugs and

check the coffee machine. When he come in the afternoon at 13:00 he will be exposed to lunch and dinner. The difference when he come in the afternoon is that when the shift is about to end, we have to set up the coffee machine and mugs in the buffet area for breakfast the next day. Usually when he became a room service attendant it is included in the buffet area, which has the task of maintaining the cleanliness of the buffet area. In addition, he also has the task of polishing all the plates that have been washed.

The Writer 3rd placement is in the banquet area. When come in the morning at 06:00 the job is to make sure all the meeting rooms used for that day's event are ready to use. Such as turning on the AC, lights, audio system. After that he check the rundown of each event, what time the coffee break should be ready, how many coffee breaks on that day. After knowing, he then set up the coffee break according to the meeting room.



*Figure 3. 2 Banquet Store*

Different meeting rooms, different events also have different coffee break menus provided, so he has to be careful to make sure the coffee break menu is according to the request. During the coffee break, there are several things that are taken care of. Like the coffee machine must always be ready, such as full milk, ready-to-use coffee beans, water in the coffee machine that is ready to use, juice in the dispenser that is not empty.



*Figure 3. 3 Meeting Rooms Set Up*

In addition, as a banquet attendant, he also has the task of setting up a meeting room. What he usually set up is the table and chairs according to the pax at the event in the meeting room. When the table and chairs have been set up, he will set up on the table, namely notepad, pencil, goblet cover, goblet glass, candy bowl. Before the morning shift ends, he usually overhandle work to the person on the next shift, such as refreshing the meeting room, which is usually refreshed, namely everything on the table is tidied up, what needs to be replaced must be replaced, and take out dirty plates and glasses, trash from event guests.

If the Writer come in during the day, the tasks carried out are almost the same, the difference is that before the shift ends he have to refresh all the meeting rooms that will be used tomorrow, such as notepads, pencils, goblets, goblet covers, if it has been refreshed we have to go around to each meeting room that will be used tomorrow according to standards and guest requests. In addition, if the meeting room is not used tomorrow, we must take out everything that has been used in the meeting room, so that it returns to an empty state.

### **3.3 Problem and Solution**

Considering this is the Writer first internship and the Writer first experience working directly in the professional field, many problems arise due to both internal and external factors. The internal factor itself is the Writer ego, which usually can do everything as the Writer wish, but during the internship there were no rules that had to be obeyed. In addition, the Writer health condition where the physical condition is quite difficult to adapt to working conditions. The solution that the



Writer found over time was to learn to discipline the Writer, not always obeying the Writer will.

Problems also arise due to external factors. When the Writer was placed in room service, there were many problems and work pressures that arose. With the many tasks for a room service attendant, the Writer often had difficulty completing them at the same time. There were several of the Writer colleagues who really relied on the Writer for the job, so there were often clashes when the Writer had to carry out tasks at the same time. The solution the Writer usually did was to communicate this to other staff to back me up when the Writer couldn't handle it and the Writer increased the Writer work speed.

In the end, the Writer implemented the "think 3 steps forward" system, the Writer made the Writer to do list for the next 3 jobs so the Writer had a good work flow. When we have a good workflow, we will know what we have to do without waiting for orders. This makes it easier for me to do many jobs at the same time.

