

CHAPTER III

INTERNSHIP IMPLEMENTATION

3.1 Placement and Coordination

Kitchen Yard was the name of the restaurant where the writer was originally placed. The only dining establishment at Mercure Tangerang BSD City is Kitchen Yard. The concept of this restaurant is semi-buffet and all-day dining. Depending on the reservation or package they select, customers can enjoy buffet or ala carte cuisine while they are at this restaurant.

Kitchen Yard collaborates with the hotel division to serve breakfast to room guests in addition to serving food to walk-in guests. The Kitchen Yard restaurant will serve breakfast to room guests. Additionally, the Kitchen Yard restaurant frequently works with banquet organizations, using the Kitchen Yard space as a location for events like weddings.

And secondly, the writer placed at the bar & cashier. In bar & cashier the writer learned how to make drinks on their menu, input drink and food orders to the kitchen, learned how to billing with EDC (Electronic Data Capture) machines, the correct way of upselling courtesy calls to guest rooms, and how to pick up the telephone with the right words and learn how to settle bills and closing bills. And the bar & cashier was placed near at lobby lounge that are open 24 hours, when the guests want to order food or drink in the middle of the night they can order to room service by telephone or go to the lobby lounge right away.

3.2 Job Description

1. The writer first placement was at a restaurant outlet called Kitchen Yard. First day of the writer internship is learned how to be a greeter at Kitchen Yard Restaurant. The writer taught how to greet guests and ask for their room number, and after that the writer recorded from what room and how many pax in the guest in house. If there is a description of RO (Room Only) means that the guest does not include breakfast, if there is a description of

(Accor +) members, it means that they include breakfast as a compliment because they have joined and paid (Accor +) members, so they must be taken care of properly and correctly. Then we must do the breakfast reconciliation, to know what percentage had breakfast in that day.

2. After a week the writer got assignment on the floor at the section A & Pool or B, C, D, Garden at Kitchen Yard Restaurant. The writer job in that section is to pick up dirty plates, cutleries and glasses. Also prepare for the next buffet, by taking the guest's last order, taking photos of the buffet to send to the F&B services group, then closing the buffet. For the buffet itself, there is a breakfast buffet from 06.00 AM to 10.00 AM on weekdays and 06.00 AM to 11.00 AM on weekends, then the lunch buffet starts at 12.00 PM to 14.30 PM, then the dinner buffet starts from 18.00 PM to 20.30 PM. But for lunch and dinner buffet it depends on how many reservations there are, and the buffet can only be opened if there are 20 pax reservations. The breakfast buffet price is 175,450 nett and for lunch and dinner is 250,000 nett. For the restaurant itself it's open 06.00 AM until 23.00 PM, that for the guests who want to enjoy the drinks and the local & international dishes at Kitchen Yard restaurant.
3. And then the writer was assigned to be an FB ambassador. The FB ambassador's job is to look for reviews on Google and Tripadvisor, also member enrollment. By the way we have to take care of the guests first and then ask for comments about breakfast or lunch on that day, if the comments given are all good, we can immediately ask for a review. After that we take a photo of the review and then send it to the F&B Services group as a report.

3.3 Problem and Solution

1. Health Problem

One of the internal challenges faced by the writer is a health condition that makes it difficult to fully adapt to certain work environments or schedules, which can impact both physical stamina and overall performance. However, to address this issue, the writer has prioritizing personal well-being through

maintaining proper health, get enough rest, and adopting a healthy lifestyle, all of which are essential measures to improve endurance, support productivity, and gradually adjust more effectively to the demands of the professional setting.

2. Working Speed

Problems also arise due to external factors, particularly when the writer is assigned to work on the floor, where high work pressure is often experienced, especially during peak hours or busy periods, making it challenging to complete tasks efficiently and on time. For the solution to this situation, the writer usually communicates openly with fellow staff members to ask for assistance when certain responsibilities become overwhelming, while also striving to improve personal time management and increase work speed in order to better adapt to the fast-paced environment and ensure that service quality remains consistent despite the demanding circumstances.

3. Staff

Because there are not many staff in the F&B Service department and sometimes when staff are suddenly absent, there are least people in charge and the work becomes chaotic. The solution is to communicate with the team so that everyone knows what needs to be done and who is responsible for certain tasks. And ask for help to call in available staff who are on off days to come in and make up for their off days on another day.