

CHAPTER 3

TRAINEE PERFORMANCE

Placement and Coordination

During the six-month internship, the writer experienced four rotation periods along with ten other trainees in the Food and Beverage (F&B) Service Division. The rotation included assignments in Royal 8 Chinese Restaurant, LÉ BLEU Café des Fleurs, Mangan All Day Dining, and the JHL Banquet Division. Within each restaurant, there are three main work areas:

1. The Service Area, where staff are responsible for taking orders, serving guests, and ensuring customer satisfaction.
2. The Steward Area, where dirty dishes are unloaded, washed, and stored properly.
3. The Barback Area, which focuses on polishing cutleries, plates, and other chinaware that have already been cleaned by the Steward. This area also functions as a storage space for beverages such as juices and milk, as well as cakes for room amenities.

The F&B Service Department works in close coordination with several other departments to ensure smooth operations and guest satisfaction, including:

a. **Housekeeping Department**

Coordination with housekeeping is essential, especially in terms of room amenities and event setups. The F&B team provides refreshments like cakes and beverages for in-room amenities upon request.

b. **Kitchen (Food Production) Department**

There is ongoing collaboration with the kitchen to ensure accurate and timely food preparation. This includes communicating guest orders, dietary preferences, and ensuring proper plating and delivery.

c. Banquet and Events Department

For events such as weddings, VIP meetings, or corporate functions, the F&B Service team works closely with the banquet department to manage table settings, food service schedules, and guest needs throughout the event.

Table 3.1 Working Schedule

Division	Period	Work shift
Royal 8	9 july - 10 september	8am - 17pm/10am - 19pm
Le Bleu	11 september - 12 september	8am - 17pm
Mangan	13 september - 12 november	7am - 18pm
Banquet	12 november - 9 january	7am - 18pm



Figure 3.7 F & B Team of JHL Solitaire

Job Description

During the internship in the Food and Beverage team there are jobs such as taking order, taking out plate, cleaning table, polishing plates, setting up tables and plates. Other job description is such as room service, room amenities and sending order to other outlet. An example of room amenities set up is as such:



Figure 3.8 room amenities set up type 1



Figure 3.9 room amenities set up type 2



Figure 4.0 room amenities set up type 3

Problem and Solution

In the line of work in the Food and Beverage (F&B) Service department, problems can occasionally arise. These issues, if not handled properly, may lead to guest dissatisfaction and potentially affect the hotel's reputation. During the internship period at JHL Solitaire, the writer encountered several challenges that provided valuable learning experiences.

Slow Service

One common issue in the F&B service industry is slow service, particularly during peak hours. The writer experienced this firsthand, often feeling under pressure

during busy periods. While serving in Mangan All Day Dining, there were occasions when the barista temporarily left the counter while guests placed coffee orders. This sometimes resulted in situations where the coffee was served only after the guests had finished their meals, leading to dissatisfaction.

Another challenge occurred during a banquet event. The writer initially believed that taking as many orders as possible would demonstrate efficiency. However, this approach backfired when the high number of guests overwhelmed him. Fortunately, a supervisor quickly stepped in and reassigned the writer to the barback area to reduce pressure and prevent further service delays. From this experience, the writer learned the importance of knowing one's limits and prioritizing quality service over quantity.

Guest Comments

Guest comments are essential feedback based on the overall guest experience during their stay. They serve as valuable tools to identify areas for improvement and to enhance the hotel's reputation. All guest feedback must be treated seriously, even when it results from misunderstandings.

During the internship, the writer witnessed a situation where a guest left a negative online review, claiming a server had cleared their table before they had finished eating. This review included harsh criticism of the server and the overall service. The supervisor responded promptly by investigating the matter thoroughly. All F&B attendants on duty during the morning shift were questioned, and the CCTV footage was reviewed. The investigation revealed that the guest had already left the table before the staff cleared it.

This incident highlighted the importance of maintaining professionalism when handling guest complaints and ensuring that all service staff are attentive and cautious when interacting with guests. It also emphasized the role of clear communication and proper procedures in upholding the hotel's service standards.