

## **CHAPTER III**

### **TRAINEE PERFORMANCE**

#### **3.1 Placement and Coordination**

The F&B Service (Bar) department at Anarasa Restaurant has relationships with several departments in the hotel such as purchasing, receiving, marketing communications, engineering, and HR. There are several reasons why the relationship between the F&B Service department and other departments plays a significant role in running hotel operations:

##### **1. F&B Service (Bar) Department and Purchasing Department**

The purchasing department has a role to ensure that the bar beverage ingredients needed for restaurant operations, purchasing must also ensure that the beverage ingredients are always ready in stock and arrive on time.

##### **2. F&B Service (Bar) Department and Receiving Department**

The Receiving Department is responsible for ensuring that incoming beverage ingredients are in accordance with what was ordered by Purchasing and are used by the Bar and F&B Service for the operational needs of the restaurant.

##### **3. F&B Service Department (Bar) and Marketing Communication Department**

The Marketing Communication Department is responsible for introducing and promoting F&B products such as buffets, large events, and restaurant promotional packages.

##### **4. F&B Service Department (Bar) and Engineering Department**

The Engineering Department is a department that acts as an operational supporter responsible for the maintenance of heavy equipment owned by restaurants, bar, and other F&B facilities.

##### **5. F&B Service (Bar) Department and HR Department**

The HR department is responsible for the recruitment, training, scheduling, and development of all Bar employees.

### 3.2 Job Description

The writer is doing an Internship Program at Movenpick Resort & Spa Jimbaran Bali. The writer will start his internship in July 2025 and will finish his internship in January 2026. The writer is get rotated to any outlet per week based on the operational needs, with a training duration of six months, every week, the writer have to fulfill five working days and the writer get two days off with a total of nine working hours including one hour of rest. The writer is always get the morning shift during the internship at any outlet.

**Table 3.1 Job Description**

Section	Job Description
Anarasa Restaurant	<p><b>Preparation</b></p> <ol style="list-style-type: none"><li>1. Set up breakfast buffet (Juice, Healthy Shot, Coffee, and Tea)</li><li>2. Prepare beverage garnish</li><li>3. Restocking bar inventory</li><li>4. Maintaining bar area cleanliness</li><li>5. Prepare wine, fruit, beer, spirit, and syrup for ala carte operational</li></ol> <p><b>Operational</b></p> <ol style="list-style-type: none"><li>1. Taking guest beverage order</li><li>2. Making coffee and tea during breakfast service</li><li>3. Making ala carte order during breakfast closing until shift change (11.00 - 14.00)</li><li>4. Polishing glass for operational needs</li><li>5. Ensure the soft drink, water, beer in the chiller is always ready and cold, if need refill the item in the chiller</li></ol>
Jejala Pool Bar	<p><b>Preparation</b></p> <ol style="list-style-type: none"><li>1. Prepare fruit, beer, spirit, and syrup for ala carte operational</li><li>2. Set up spirit, juice, and fruit for ala carte operational</li><li>3. Prepare beverage garnish</li><li>4. Maintaining bar area cleanliness</li></ol>

	<p><b>Operational</b></p> <ol style="list-style-type: none"> <li>1. Taking guest beverage and food order</li> <li>2. Making ala carte order during operational hour (11.00 - 18.00)</li> <li>3. Polishing glass for operational needs</li> <li>4. Ensure the soft drink, water, beer in the chiller is always ready and cold, if need refill the item in the chiller</li> </ol>
Katha Lounge	<p><b>Preparation</b></p> <ol style="list-style-type: none"> <li>1. Prepare fruit, beer, spirit, and syrup for ala carte operational</li> <li>2. Set up wine, spirit, juice, and fruit for ala carte operational</li> <li>3. Prepare beverage garnish</li> <li>4. Maintaining bar area cleanliness</li> <li>5. Making all cocktail ingredients for all outlet</li> </ol> <p><b>Operational</b></p> <ol style="list-style-type: none"> <li>1. Taking guest beverage and food order</li> <li>2. Making ala carte order during operational hour until shift change (12.00 - 17.00)</li> <li>3. Polishing glass for operational needs</li> <li>4. Ensure the soft drink, water, beer in the chiller is always ready and cold, if need refill the item in the chiller</li> <li>5. Taking food order from the kitchen</li> </ol>
Mövenpick Café	<p><b>Preparation</b></p> <ol style="list-style-type: none"> <li>1. Prepare fruit, tea, coffee, and syrup for ala carte operational</li> <li>2. Set up juice, tea, coffee, and syrup for ala carte operational</li> <li>3. Prepare beverage garnish</li> <li>4. Maintaining bar area cleanliness</li> </ol> <p><b>Operational</b></p> <ol style="list-style-type: none"> <li>1. Taking guest beverage and food order</li> <li>2. Taking food order from the kitchen</li> <li>3. Making ala carte order during operational hour until shift change (8.00 - 16.00)</li> <li>4. Ensure the soft drink, water, beer in the chiller is always ready and cold, if need refill the item in the chiller</li> <li>5. Polishing glass for operational needs</li> </ol>

As an intern at Movenpick Resort & Spa Jimbaran Bali, every day the writer is assigned to maintain the cleanliness of the bar area and the cleanliness of the tools used by the bar to run its operations.

### **3.3 Problem and Solution**

While working at Bar department in Mövenpick Resort & Spa Jimbaran Bali, there are several problems that the writer experienced, the following are the problems and solutions that the writer can give during his internship as a trainee at Mövenpick Resort & Spa Jimbaran Bali

#### **1. Leaking coffee machine**

The coffee machines owned by all hotel outlets sometimes have several problems that occur during breakfast and à la carte operating hours, especially at the Anarasa restaurant. The coffee machine owned by the Anarasa restaurant is the coffee machine that most often experiences problems such as leaks in the drain hose and the coffee machine pressure decreasing after being used for a long time. To overcome this, the bar team and I must ensure that this problem must be immediately reported to engineering so that it can be repaired as soon as possible.

#### **2. Variative workstyle between all seniors**

The varied workstyle of each senior also became a problem for the writer when he first started his internship program at Movenpick Resort and Spa Jimbaran Bali, because the seniors taught the author in various ways and different workstyles, so this made the writer confused when he first worked at the bar. To overcome this, the writer had to adapt every day and follow the workstyle of the senior that suited the writer individuality, over time this was no longer a problem because the writer had adapted to the hotel's equipment and work environment.