

CHAPTER III

TRAINEE PERFORMANCE

3.1 Placement and Coordination

During the internship at Le Méridien Jakarta, the writer was assigned to the Food and Beverage Service Department, specifically at La Brasserie Restaurant, which serves as the hotel's all-day dining outlet. The internship period took place from July 2025 to January 2026, with a working schedule of five days per week and two days off. The writer followed a rotating shift system consisting of morning, and middle shifts, each lasting ten working hours including a one-hour break. This placement provided the writer with direct exposure to daily restaurant operations in a five-star hotel environment.

Throughout the internship, the writer worked under the supervision of supervisors and senior service staff who provided continuous guidance and support. Although the supervising personnel varied depending on the shift, the writer observed that all seniors were cooperative, approachable, and willing to provide assistance. Whenever mistakes or difficulties occurred, immediate feedback and direction were given to ensure service quality was maintained. The seniors also shared practical knowledge, service techniques, and strategies to handle guests efficiently, accurately, and professionally. This positive coordination was evident in daily operational activities, including collaboration with various departments, as described below:

a) Food and Beverage Service Department and Front Office:

Coordination with the Front Office allowed the service team to receive guest information, including reservations, special requests, and VIP details, enabling personalized and well-prepared service delivery.

b) Food and Beverage Service Department and Accounting:

Coordination with the Accounting Department was essential to ensure accurate billing, payment processing, and recording of daily sales transactions.

c) Food and Beverage Service Department and Kitchen Department:

Close coordination with the Kitchen Department was crucial to ensure accurate order communication, timely food preparation, and smooth service flow from the kitchen to the dining area.

d) Food and Beverage Service Department and Engineering:

The Engineering Department provided prompt assistance when technical issues occurred in the restaurant, such as equipment malfunctions or electrical problems, ensuring that service operations could continue smoothly.

e) Food and Beverage Service Department and Housekeeping Department

Coordination between the Food and Beverage Service Department and the Housekeeping Department is essential to maintain cleanliness, hygiene, and comfort within the restaurant area.

f) Food and Beverage Service Department and Security:

The Security Department played an important role in maintaining the safety and comfort of guests and staff within the restaurant area, particularly during peak hours and special events.

3.2 Job Description

The writer's job desc throughout the day to day work would be:

1. Waiters at Main, Upper, and Extension section:
 - a. Serving and making coffee or tea for guest
 - b. Clear up and set up table
 - c. Taking guest orders
2. Buffet Runner
 - a. Polishing cutlery, plate, and glasses
 - b. Refill plates and glasses at the buffet
 - c. Set up and closing buffet
3. Juice Bar
 - a. Prepping beverages for breakfast, lunch, and dinner
 - b. Making coffee for guest

c. Maintaining stock availability at the bar

Throughout daily operations, the writer was assigned various responsibilities in the Food and Beverage Service Department at La Brasserie Restaurant. As a waiter in the Main, Upper, and Extension sections, the writer was responsible for serving guests, preparing and serving coffee and tea, taking guest orders, and performing table clearing and setup to ensure a comfortable dining experience. In addition, the writer served as a Buffet Runner, assisting in polishing cutlery, plates, and glassware, refilling buffet items, and handling buffet setup and closing to maintain cleanliness and service efficiency. The writer was also assigned to the Juice Bar, where responsibilities included preparing beverages for breakfast, lunch, and dinner service, making coffee for guests, and maintaining stock availability at the bar. These tasks provided the writer with comprehensive exposure to front-of-house operations and enhanced service skills in a professional hotel restaurant environment.

3.3 Problem and Solution

During the internship program, the writer encountered several challenges in carrying out daily responsibilities. One of the main issues was the lack of clarity in instructions provided by supervisors and senior staff, which occasionally led to confusion and misunderstandings in task execution. To address this issue, the writer took the initiative to actively ask questions, seek confirmation of instructions, and apply effective two-way communication to ensure tasks were carried out correctly. Another challenge faced was the writer's limited knowledge of the à la carte menu, particularly in understanding menu items, ingredients, and presentation standards. This issue was addressed by studying the menu independently, taking notes, and seeking explanations from senior staff and kitchen personnel. Through these efforts, the writer was able to improve menu knowledge, enhance service accuracy, and minimize operational errors, allowing daily tasks to be performed more effectively and professionally throughout the internship period.