

## **CHAPTER III**

### **TRAINEE PERFORMANCE**

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

The F&B Department at The Langham Jakarta works closely with several other departments to ensure smooth operations and excellent guest service:

**a) Front Office.**

In addition to having the task of coordinating services such as room service and restaurant reservations, the Front Office is also responsible for ensuring that all guest information received is accurate, including preferences and special requests from guests. They work together with the F&B department to become a link between the guest and the restaurant, ensuring that the dining experience in the restaurant is more personal and pleasant. With smooth communication between the Front Office and F&B, guest requests can be handled efficiently.

**b) Housekeeping.**

Maintaining the cleanliness of the F&B areas, including the restaurant, banquet rooms, and other related areas, is the duty carried out by the Housekeeping department. In addition, Housekeeping also manages the linen and dining equipment used in the restaurant, such as tablecloths, napkins, and other dining utensils. They have a relationship with the F&B department to ensure that all areas and dining equipment are always clean and ready to be used, so guests feel comfortable and are impressed with the quality of service.

**c) Engineering.**

The Engineering department is responsible for maintaining and repairing all kitchen equipment and restaurant facilities, including cooking equipment, cooling systems, and other supporting equipment. Engineering has a close relationship with F&B because they ensure that all equipment used in cooking

and service activities runs smoothly. Without Engineering, the daily operations of the restaurant can be disrupted, so the collaboration between these two departments is very important.

d) Sales & Marketing.

The Sales & Marketing department works together with F&B to promote the restaurant through various promotional activities and special events. They also help design food and beverage packages that are trending to attract more guests. Their relationship with F&B is collaborative in developing sales and marketing strategies, so the restaurant can increase occupancy and revenue.

e) Finance.

The Finance department is responsible for managing the budget, controlling costs, and conducting profitability analysis of the F&B outlets. They monitor the restaurant's expenses and revenue to ensure the business runs according to financial targets. The relationship between Finance and F&B is very important to ensure that restaurant operations not only run well but also generate profit.

f) Human Resources.

Human Resources has an important role in recruiting, training, and developing F&B staff. They help ensure that F&B employees have the right skills and are able to provide the best service to guests. The relationship between Human Resources and F&B is very close in maintaining the quality of human resources that support the success of restaurant operations and meet guest needs.

### **3.2. Job Description**

The writer completed a six-month internship program, with T'ang Court as the assigned outlet for the internship. The working hours were divided into two sessions, starting from 11.00 to 14.00, followed by a three-hour break, and then continuing from 17.00 to 22.00. During the internship period, the writer experienced two roles at the same time, as a waiter and an assistant

waiter. These two roles have different tasks but are both very important in running the restaurant.

#### 1. Waiter or server.

This role involves direct interaction with guests, from the moment they arrive until they leave the restaurant. The waiter makes sure guests always receive the attention they need. After one month in the program, the writer was able to face guests properly. Important things to pay attention to include giving menus to guests and asking about allergies or dietary restrictions before taking orders. Remembering menu names is also important so the waiter can give suitable recommendations. After the order is taken, then put them into the system called “Infrasys.” The waiter must also wait and make sure all the food and drinks come out on time so guests do not wait too long. Once the food runner brings the order, it is immediately landed on the guest’s table according to the printed sheet. Some guests order Chinese tea that can be refilled, so empty tea cups must be checked and refilled. After guests leave the restaurant area, clear up table first, then re-set up with show plates, cutlery, and guest napkins.

#### 2. Assistant waiter or food runner.

This role is not only about-facing guests directly but also about making sure all tangible and intangible service quality is well maintained. The responsibilities start with picking up clean linen from the laundry and continue with counting all linen to ensure the quantity matches the count from the previous night. Upon arriving at the T’ang Court pantry, the clean linen is placed into boxes. Then, walks around the main dining area to check drawers for spare cutlery and refill them if needed. After that, making Chinese tea in the pantry when there is an order and delivered to the required area once ready. Sometimes, the assistant waiter also folds guest napkins or prepares spare condiments “sambal”. During closing time, cutlery and plates that have been

washed are polished. Lastly, dirty linen is counted and dropped at the laundry after working hours are over.



**Figure 3.1** *Handling Napkin*



**Figure 3.2** *Preparing Condiments*



**Figure 3.4** *Preparing Chinese Tea*



**Figure 3.5** *Completing Spare Cutlery*



**Figure 3.6** *Set Up Table*



**Figure 3.7** *Set Up Table's Prepare*

Being an intern in the F&B industry is not only about taking orders or serving food. Many things can be learned and applied during the internship program. From the first day, the writer was given knowledge on how to escort guests from the moment they arrive until they leave the restaurant. Ensuring

guest satisfaction from arrival to departure through friendly greetings and sincere smiles is very important, as it aims to create a good memory for guests during their time at The Langham.

### **3.3. Problem and Solution**

a) Guest arriving too early.

Sometimes, if there has an event in private rooms or guest has already make a reservation, they come too early. The hostess or waiter can explain to the guests that the kitchen is still in the preparation stage. The waiter can offer the option to wait or suggest ordering drinks first.

b) Some menus out of stocks.

Guest can suddenly want order more and as a waiter, not every time looking through infrasys. Communication is the most effective way. Before giving any expectations to the guests, the staff should first explain that the availability of the product needs to be checked. After it has been confirmed, the staff can then inform the guests.

c) Sometimes the taste of the food is not always good.

Not every day the quality of ingredients is good or some guests find something odd in their food. Since everyone has different taste preferences and not all situations are under the waiter's control, the server can offer a complimentary item such as a dessert or a mocktail. This should be discussed with the Manager on Duty (MOD) first.