

CHAPTER I

INTRODUCTION

1.1 Reason for Choosing the Title

Indonesia is one of countries in the world, which has many beautiful and natural tourism objects. As a developing country Indonesia has tried to promote tourism sector or domestic to other countries. With tourism promotion, domestic or foreign tourist will come to see the natural beauty and loveliness of Indonesian.

To support tourism business in Indonesia, it needs certain kinds of accommodation that supports tourism business which is called hotel. A hotel is a place to stay or to spend a night for one or several days (Marsum, 1999 : 24).

The facility of a hotel depends on the classification of the hotel. The more stars a hotel has, the more complete facilities it has. A good hotel does not only rent a room for guest but also provides meal and drinks. The department which runs this role is called food and beverage department.

Patra Jasa Hotel is a five-star hotel which is located in South Semarang City, Central Java. Patra Jasa Hotel has provided Food and Beverage Department to serve food and drinks to the guest. The hotel opens Kendalisodo Restaurant, Sunken Bar, and Cokrokembang Bar. Kendalisodo Restaurant is a part of Food and Beverage Department in Patra Jasa Hotel. It can increase the hotel income. Food and Beverage Department at Patra Jasa Hotel Semarang has a specific menu.

Based on the reason above the writer chooses the title “Food and Beverage Service in Kendalisodo Restaurant of Patra Jasa Hotel Semarang”. The topic only focuses on how the department gives services to the guest.

1.1 Significance of the Study

1.2 Statement of the Problem

The statement of the problem mentioned in this paper are :

1. What kinds of menu are served by Kendalisodo Restaurant at Patra Jasa Hotel Semarang?
2. What kinds of service are given by Food and Beverage Department of Patra Jasa Hotel Semarang?

1.3 Limitation of the Problem

The problem of this paper is limited to :

1. The kinds of menu served in Kendalisodo Restaurant of Patra Jasa Hotel Semarang.
2. The services given by Food and Beverage Department of Patra Jasa Hotel Semarang.

1.4 Objective of the Study

The objectives of the study are :

1. To describe the kind of menu served by Kendalisodo Restaurant at Patra Jasa Hotel Semarang.

2. To describe the services given by Food and Beverage Department of Patra Jasa

Hotel Semarang.

1.5 Significance of the Study

This study is hoped will be valuable :

1. For the writer

a. By studying this, it is hoped that the writer gets more knowledge about the Food and Beverage Service.

b. Besides that, it is hoped it will give the writer a valuable experience.

2. For the Instution (Patra Jasa Hotel)

As the input for its services and job strategies which are used to satisfy the guest.

3. For the university

This paper can be used as reference especially for the students who study tourism.

1.6 Implementation of the Study

The study was conducted for three months (started from 8 February 2006 until 30 April 2006) and the activities the writer did during the study are :

Date	Activities
On February 08, 2006	Meeting the manager and supervisor of Food and Beverage of Kendalisodo Restaurant at Patra Jasa Hotel.
15 - 22 March 2006	

On February 09, 2006	Introducing to the Food and Beverage staff
On February 10, 2006	Observing the activities of the waiter/waitress at Kendalisodo Restaurant
On February 11-15, 2006	a. Polishing the cutlery b. Folding napkins
On February 15-20	a. Helping the employees at Kendalisodo Restaurant b. Delivering the guests order to their room
On February 22-28	a. Helping to decorate the Kendalisodo Restaurant area for grand opening patra jasa hotel b. Working as waiter c. Working as a greeter d. Cleaning the food and beverage department place
2 – 7 March 2006	a. Working as a waiter in restaurant b. Delivering the guests order to their room c. Preparing the table d. Checking the side station
9 -14 March 2006	a. Checking the Kendalisodo Restaurant logbook b. Folding napkins c. Interviewing the captain waiter
16 – 22 March 2006	a. Working as bartender

	<ul style="list-style-type: none"> b. Checking the mini bar list in the motel c. Cleaning the warehouse
24 – 29 March 2006	<ul style="list-style-type: none"> a. Checking the Kendalisodo Restaurant logbook b. Working as a waiter in restaurant c. Preparing the table d. Checking the side station
31 – 5 April 2006	<ul style="list-style-type: none"> a. Delivering guest order in sunken bar b. Helping banquet department
7 – 13 April 2006	<ul style="list-style-type: none"> a. Loading the mini bar list in the hotel room b. Working as a bartender in the bar
15 – 20 April 2006	<ul style="list-style-type: none"> a. Checking the Kendalisodo Restaurant logbook b. Folding napkins c. Interviewing the captain waiter
22-29 April 2006	<ul style="list-style-type: none"> a. Interviewing the food and beverage manager b. Interviewing the staff Restaurant c. Interviewing the captain Bar d. Working as bartender in the bar e. Doing the library research
On April 30, 2006	Interviewing the training manager and food and beverage manager

1.7 Method of Data Collection

To write this paper, the writer uses several data. The methods used in collecting the data are as follows :

1. Observation

According to Nasir (1999: 212) direct observation is “Method of data collection directly without any help of equipment”. By using this method, the writer conducted a direct research as an active participant at the Food and Beverage Department of Kendalisodo Restaurant at Patra Jasa Hotel.

2. Interview

According to Nasir (1999: 234) “Interview is a process of interaction between interviewer and respondent”. By using this method, the writer interviewed some staffs and the manager at Food and Beverage Department at Kendalisodo Restaurant at Patra Jasa Hotel.

3. Library Research

According to Nasir (1999: 256) “Library research is a method of data collecting by using literature sources related to the topic of the research”. By using this method, the writer studied some books related to the problem of this paper.

1.8 Paper Organization

The paper organization is arranged to simplify the writer’s description about the discussion material systematically in four chapters below :

Chapter I is Introduction. This chapter consists of reason for choosing the title, statement of the problem, limitation of the problem, objective of the study, significance of the study, implementation of the study, method of data collection, and paper organization.

Chapter II is Literature Review. This chapter consists of definition of hotel, definition of restaurant, classification of restaurant, menu, service, and food and beverage service.

Chapter III is Food and Beverage in Kendalisodo Restaurant at Patra Jasa Hotel Semarang. It consists of history of the hotel, organizational structure, job description of food and beverage department at Patra Jasa Hotel Semarang, Food and Beverage in Kendalisodo Restaurant at Patra Jasa Hotel Semarang.

Chapter IV is Conclusion and Suggestion.