

CHAPTER I

INTRODUCTION

1.1 Reason for Choosing the Title

Semarang has many big hotels and one of them is Patra Jasa Hotel. Patra jasa Hotel is five-star hotel which is located in South Semarang City, Central Java. Patra Jasa Hotel itself is located around by Grand Candi Hotel, Police Academy, Post office, Religion Department, Hero Swalayan. Therefore, instead a comfortable and save place to stay, it is also easy to do other activities such as taking a walk, shopping, and religious activities.

Patra Jasa Hotel Semarang is one of the hotels in Central Java and it tries the best to attract visitors. In order to serve the guest's needs, Patra Jasa Hotel has provided Food and Beverage Department. Food and Beverage Department is a department to serve food drinks to guest. The department plays a major role in raising the hotel income. The realization of the department operation is coffee shop in order to attract guest's interest for the hotel facilities. The hotel has opened Kendalisodo Restaurant, Sunken Bar, Cokrokembang Bar. Kendalisodo Restaurant is a part of Food and Beverage Department in Patra Jasa Hotel. It can increase the income to the hotel. Instead of the quality of foods and drinks served by Kendalisodo Restaurant, Sunken Bar, Cokrokembang Bar, the role of waiter and waitress are also very important to consumers. Therefore, waiter and waitress should work professionally, both in maintaining the restaurant cleanliness, restaurant facilities, also in serving guests.

Based on the reason above, the writer interested to describe the procedure of Kendalisodo Restaurant, Sunken Bar, Cokrokembang bar, so the writer decides to discuss "The duties of waiter/ waitress for serving the guest in Restaurant and Bar at Patra Jasa Hotel Semarang " as the title of this paper.

1.2 Statement of the Problem

The problem mentioned in this paper is: What are the duties of waiter/ waitress for serving the guest in restaurant and bar at Patra Jasa Hotel Semarang ?

1.3 Limitation of the Problem

The problem in this paper will be limited to the duties of waiter/ waitress for serving the guest in restaurant and bar at Patra Jasa Hotel Semarang.

1.4 Objective of the Study

Based on the statement above, the objective of the study is to describe the duties of waiter/ waitress for serving guest in restaurant and bar at Patra Jasa Hotel Semarang.

1.5 Significance of the Study

The significance's that can be taken from the result of this study are :

1. For the writer :
 - a. to understand the work method of bar and restaurant,
 - b. to get job experience,

- c. to enrich the writer's knowledge about the hotel industry,
- d. to fulfill the requirement for the English diploma degree;

2. For the company;

As the input for the company, especially on F&B Serving Department at Patra Jasa Hotel Semarang and it is expected to be a good reflection in order to improve the service in the future.

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 held for three month (started from 8 February 2006 until 30 April 2006) while the activities the writer did during the studies are.

Date	Place	Activities
08 -13 February 2006	Kendalisodo Restaurant	Observing the activities of the waiter/waitress at Kendalisodo Restaurant
15 February 2006	Kendalisodo Restaurant	Helping the employees at Kendalisodo Restaurant
17 February 2006	Kendalisodo Restaurant	a. Polishing the cutlery b. Folding napkins
19 February 2006	Kendalisodo Restaurant	Keeping the Kendalisodo Restaurant
21 February 2006	Kendalisodo Restaurant	Checking the Kendalisodo Restaurant

		logbook
23 February 2006	Kendalisodo Restaurant	Keeping the terrace at Kendalisodo Restaurant
27 February 2006	Kendalisodo Restaurant	a. Helping to decorate the Kendalisodo Restaurant area for grand opening patra jasa hotel b. Working as a greeter c. Working as a waiter
03 Maret 2006	Kendalisodo Restaurant and Cokrokembang Bar	Cleaning the food and beverage department place
05 Maret 2006	Kendalisodo Restaurant and Cokrokembang Bar	Delivering the guest order to their room
07 Maret 2006	Kendalisodo Restaurant	Working as a waiter in restaurant
10 Maret 2006	Kendalisodo Restaurant and Cokrokembang Bar	Delivering the guest order to their room
11 Maret 2006	Kendalisodo Restaurant	Keeping the terrace at Kendalisodo Restaurant
15 Maret 2006	Kendalisodo Restaurant	Working as a waiter in restaurant
17 Maret 2006	Kendalisodo Restaurant and Cokrokembang Bar	a. Checking the side station b. Preparing the table
19 Maret 2006	Kendalisodo Restaurant and Cokrokembang Bar	Delivering the guest order to the hotel room

21 Maret 2006	Kendalisodo Restaurant	a. Working as a waiter in restaurant b. Checking the Kendalisodo Restaurant logbook c. Folding napkins
23 Maret 2006	Kendalisodo Restaurant	Working as a waiter in restaurant
25 Maret 2006	Cokrokembang Bar	Working as a bartender
27 Maret 2006	Kendalisodo Restaurant and Cokrokembang Bar	Delivering the guest order to the hotel room
28 Maret 2006	Kendalisodo Restaurant	Helping employees at Kendalisodo Restaurant
31 Maret 2006		a. Checking the Kendalisodo Restaurant logbook b. Folding napkins
01 April 2006	Cokrokembang Bar	Interviewing the captain waiter
03 April 2006	Cokrokembang Bar	Working as a bartender
05 April 2006	Kendalisodo Restaurant	Delivering the guest order to their room
07 April 2006	Cokrokembang Bar	Checking the mini bar list in the hotel room
10 April 2006	Kendalisodo Restaurant and Cokrokembang Bar	Delivering the guest order to their room
13 April 2006	Cokrokembang Bar	Cleaning the bar warehouse
15 April 2006	Cokrokembang Bar	Checking the mini bar list in the motel

17 April 2006	Kendalisodo Restaurant	Working as a waiter in restaurant
18 April 2006	Cokrokembang Bar	Loading the mini bar list in the hotel room
20 April 2006	Kendalisodo Restaurant	Working as a waiter in restaurant
	Cokrokembang Bar	Loading the mini bar list in the hotel room
	Cokrokembang Bar	Loading the mini bar list in the motel
	Kendalisodo Restaurant and Cokrokembang Bar	Delivering the guest order to their hotel room
	Kendalisodo Restaurant	Working as a waiter in restaurant
	Cokrokembang Bar	Checking the mini bar list in the hotel room
21 April 2006	Banquette Department	Helping banquette department
22 April 2006	Kendalisodo Restaurant and Cokrokembang Bar	Delivering the guest order to their hotel room
23 April 2006	Kendalisodo Restaurant	Delivering guest order to their seated place in the restaurant
24 April 2006	Cokrokembang Bar	Delivering guest order to their seated place in the bar
	Sunken Bar	Delivering guest order in sunken bar
	Kendalisodo Restaurant	Working as a waiter in restaurant

25 April 2006	Cokrokembang Bar	Working as a bartender in the bar
	Kendalisodo Restaurant	Delivering the guest order to their hotel room
	Cokrokembang Bar	Working as a bartender in the bar
	Cokrokembang Bar	Loading the mini bar list in the hotel room
	Cokrokembang Bar	Loading the mini bar list in the motel
26 April 2006	Cokrokembang Bar	Interviewed with bar captain
27 April 2006	Cokrokembang Bar	Working as bartender in the bar
28 April 2006	Kendalisodo Restaurant	Interviewed with restaurant captain
29 April 2006	Cokrokembang Bar	Working as bartender in the bar
	Food and Beverage office	Interviewed with food and beverage manager
	Cokrokembang Bar	Delivering the guest order to their seated place in the bar
30 April 2006	HRD Department office	Interviewed with training manager

1.7 Method of Data Collection

In writing this paper the writer uses several data while the methods used in collecting the data are as follows:

1. Observation

According to Surachmad (1980: 162), "Observation is a method of data collection by observing directly without using instrument to objective indicators which is investigated in a real condition".

In this method the writer observes directly the activities at Cokrokembang Bar, Sunken Bar and Kendalisodo Restaurant.

2. Interview

According to Nasir (1999: 234) "Interview is a process of interaction between interviewer and respondent".

In this method the writer interviews the captain waiter and the manager of Bar and Restaurant Patra Jasa Hotel Semarang to get the needed information.

3. Library Research

According to Nasir (1999: 256) "Library research is a method of data collecting by using the literature sources related to the topic of the research".

The writer also read some relevant literature, including books, newspaper, as well as in house publication, etc

1.8 Paper Organization

The organization of this paper is:

Chapter I : 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 : Literature Review. This chapter consists of hotel industry, Food and Beverage Department, waiter/ waitress.

Chapter III : The Duties of Waiter/ waitress for Serving the Guest in Restaurant and Bar at Patra Jasa Hotel Semarang. This chapter consists of history of Patra Jasa Hotel Semarang, Structure organization of F & B Department at Patra Jasa Hotel Semarang, Job Description of F&B Department at Patra Jasa Hotel Semarang, The duties of waiter/ waitress for serving the guest in Restaurant and Bar at Patra Jasa Hotel Semarang.

Chapter IV : Conclusion and Suggestion. This chapter consists are conclusion and suggestion.