

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,

