

## CHAPTER IV

### CONCLUSION AND SUGGESTION

#### 4.1 Conclusion

From the discussion in the previous Chapter it can be concluded that of waiter/ waitress in restaurant and bar on F & B Service Division at Patra Jasa Hotel Semarang have several duties, as follows:

1. Pre operation duties which consists of checking the Kendalisodo Restaurant log book, checking supply, polishing the cutlery, folding napkins, preparing the table and checking the side station.
2. Operation duties which consists of greeting the guests, leading the guests to their table, giving the menu list, writing the food and drink order, taking food and drink orders, serving the food, cleaning the main course catlaries after the guests finish their meals, giving the bills and leading the guest when they leave the restaurant.
3. Post operation duties which consists of storing tidily all menus, cleaning restaurant and bar area, tidying tables, chairs, and service charts, delivering dirty napkins and taking clean napkins, arranging tables and chairs, and the dowries for the next morning and checking the lamps, which are not working anymore.

#### 4.2 Suggestion

During the field study at Food and Beverage Service Department at Patra Jasa Hotel Semarang, it was observed that there are several things should be improved. There some suggestions that might be useful in improving the service, such as the following:

1. The food and beverage service department must strives to maintain and increase its market share.
2. Waiter/Waitress must be polite to the guests and give the fastest service to them.
3. Patra Jasa Hotel Semarang should recruit staff with good knowledge in taking care of Food and Beverage Service. Moreover, Waiter/Waitresses of Kendalisodo Restaurant and Cokrokembang Bar at Patra Jasa Hotel Semarang should be able to speak in at least one foreign language, for example, as there are a lot of international guests stay in this hotel.