

**THE DUTIES OF WAITER/ WAITRESS FOR
SERVING GUEST IN RESTAURANT AND BAR
AT PATRA JASA HOTEL SEMARANG**

PAPER

Presented in partial fulfillment of the requirements
for the completion of Diploma III Program
of the English Department
specialized in Tourism



By :

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C21.2001.00305

**FACULTY OF LANGUAGES AND LETTERS
DIAN NUSWANTORO UNIVERSITY
SEMARANG
2007**

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PAGE OF APPROVAL

This paper has been approved by Board of Examiners, Diploma III Study Program
of English Department, Faculty of Languages and Letters, Dian Nuswantoro
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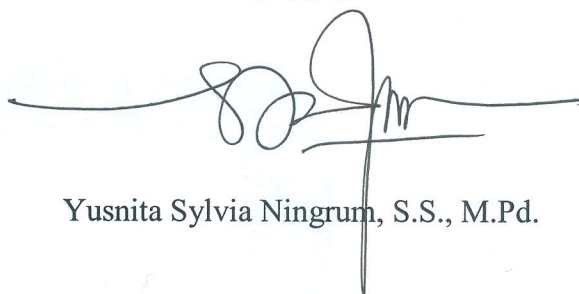
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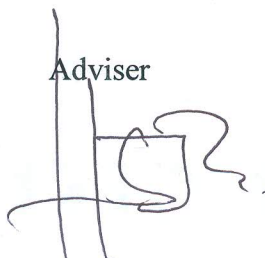
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For this I welcome suggestions and criticisms.

Semarang, August 31th, 2007

The Writer

ABSTRACT

This paper, entitled "The Duties of Waiter/ Waitress for Serving Guest in Restaurant and Bar at Patra Jasa Hotel Semarang", is the result of field study conducted for three months (8 February 2006- 30 April 2006) at Patra Jasa Hotel Semarang. The purpose of this study is describing the duties of waiter/waitress for serving guest in restaurant and bar at Patra Jasa Hotel Semarang.

The data of this study were collected by using interview, observation, and library research methods. The interview method was conducted to get information about the duties of waiter/waitress for serving guest in restaurant and bar at Patra Jasa Hotel Semarang. The observation method was aimed at understanding duties of waiter/ waitress for serving guest in restaurant and bar at Patra Jasa Hotel Semarang. The library research method is by conducted a lot of books and references.

From the study, it can be concluded that the duties of waiter/ waitress for serving guest in restaurant and bar at Patra Jasa Hotel Semarang consists of :

1. Pre operation
 - a. Checking log book,
 - b. Checking supply,
 - c. Polishing the cutlery,
 - d. Folding napkins,
 - e. Preparing the table.
2. Operation
 - a. Greeting the guest arrived,
 - b. Leading the guest to their table,
 - c. Giving the menu list,
 - d. Taking guest order,
 - e. Leading the guest leaving their chair.
3. Post Operation
 - a. Storing tidily all equipment in the available place,
 - b. Cleaning restaurant and bar area,
 - c. Reporting of there are complains, critics, and suggestions from guest to bar and restaurant supervisor,
 - d. Arranging the table and chairs set up for the next morning,
 - e. Checking the restaurant and bar area.

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