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:

DWI SULISTIYO
C21.2001.00305

FACULTY OF LANGUAGES AND LETTERS
DIAN NUSWANTORO UNIVERSITY
SEMARANG
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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 University on August 31\textsuperscript{th}, 2007

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At this happiest moment, I wish a prayer to Allah SWT who has blessed me during the writing of this paper. Thank You for your help and guidance for me in finishing this paper. Even though I have a lot of interference and hindrances come over me, you keep giving me strength and spirit.

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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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