

# **THE FUNCTIONS AND RESPONSIBILITIES OF FOODS AND BEVERAGES PRODUCT DIVISION IN SAHID JAYA HOTEL SOLO**



## **FINAL PROJECT REPORT**

**Submitted as a Partial Requirement on Obtaining Degree in the English  
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**By:**

**Prima Adriadi  
C9306078**

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**APROVAL OF SUPERVISOR**

**Approved to be examined before the Board of Examiners  
English Diploma Program, Faculty of Letters and Fine Arts  
Sebelas Maret University**

Title : The Functions and Responsibilities of Foods and Beverages Product  
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Name : Prima Adriadi

NIM : C9306078

Supervisor,

**Dra. Nani Sukarni, M.S**  
Supervisor

(.....)  
NIP. 19510321 198103 2 002

**APPROVAL OF THE BOARD OF EXAMINERS**

**Accepted and Approved by the Board of Examiners  
English Diploma Program, Faculty of Letters and Fine Arts  
Sebelas Maret University**

Report Title : THE FUNCTIONS AND RESPONSIBILITIES OF FOODS  
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Student's Name : Prima Adriadi

NIM : C9306078

Examination Date : February 02, 2010

The Board of Examiners:

<b><u>Dr. Tri Wiratno, MA</u></b>	(.....)
<b>Chairperson</b>	<b>NIP.19610914 198703 1 001</b>
<b><u>Dra. Susilorini, MA</u></b>	(.....)
<b>Secretary</b>	<b>NIP.19650601 199203 2 002</b>
<b><u>Dra. Nani Sukarni M, S.</u></b>	(.....)
<b>Main Examiner</b>	<b>NIP.19510321 198103 2 002</b>

Faculty of Letters and Fine Arts  
Sebelas Maret University  
Dean

**Drs. Sudarno M.A**

**NIP. 19530314 198506 1 001**

## **MOTTO**

*Keep Moving Forward and be a good person*

## **DEDICATION**

*I dedicated this  
Final Project Report to:  
My Parents, My Family, and My friends*

## **PREFACE**

This report is written to fulfill the requirement to obtain the English Diploma III Degree, based on the job training at the Foods and Beverages Department of Sahid Jaya Hotel Solo.

The purpose of this report is to describe the functions and responsibilities of foods and beverages product division in Sahid Jaya Hotel Solo.

The writer realizes that this report is far from perfect. The writer will appreciate and accept any advices and constructive criticism. At last, the writer hopes this report will be useful for all readers especially for those who are interested in the foods and beverages department in the hotel.

Surakarta, January 2010

Prima Adriadi

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I realize that this final project report is far from being perfect, therefore I would be open to accept any suggestion, comments and criticism to improve this report.

Surakarta, January 2010

Prima Adriadi



## ABSTRACT

**Prima Adriadi. 2009. The Functions and Responsibilities of Foods and Beverages Product Division in Sahid Jaya Hotel Solo. English Diploma Program, Faculty of Letters and Fine Arts, Sebelas Maret University.**

This Final Project is written based on the job training which has been done at the foods and beverages department of Sahid Jaya Hotel Solo. The objectives of this report are to describe the job description of Chef Food and Beverages Product in Sahid Jaya Hotel Solo, and to explain the functions and the responsibilities of Food and Beverages Product division in Sahid Jaya Hotel Solo. The data of this report are taken from the observation and interview. From the observation and interview it shows that foods and beverages product division in Sahid Jaya Hotel Solo has two functions they are; as the major of producing food and beverage product and as supplier of foods and beverages when the hotel has a banquet event or some order. Besides those functions, Kitchen Sahid Jaya Hotel Solo has a lot of responsibilities such as; Responsibilities for banquet event, Restaurant, Coffée shop, and event order. For the banquet event, kitchen has more responsibilities; they are responsible to receive the guests complaint about the taste of food, and to refill all of foods and beverages at the banquet event. In the restaurant, kitchen has a responsibility for handling the guest order. In the coffee shop, kitchen has a responsibility to control many kinds of beverage. For the event order, kitchen has responsibility to cook the order from the room guest order.

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# **CHAPTER I**

## **INTRODUCTION**

### **A. Background**

Tourism is one of promising field which provides so many benefits in Indonesia. The government tries to increase the local income by improving the quality of Indonesian's tourism to be better, and one of them is done in Solo city. As the centre of Javanese culture and tradition, Solo has two palaces those are; Kasunanan Surakarta and Mangkunegaran Palace. Solo has many tourism destinations such as Radya Pustaka Museum, Tawangmangu Waterfall, Klewer market and some other tourism destinations. Solo is also one of centre of batik and other Javanese souvenirs.

Tourism becomes the major field which gains much income for Indonesia since 1997. Since this year, so many investors try many ways to develop tourism field. One of the efforts which are done by the investor is by building a hotel. Hotel is one of the most important factors in tourism development. Hotel provides an accommodation service for the visitors who want to stay overnight or more in the surrounding of tourism resort. Hotel industry developed rapidly as quickly as modernization and industrialization in the other field. Therefore, hotel industry has to increase its professionalism in order to get customer's satisfaction.

To get customer's satisfaction, a hotel has to provide the best service given to the guests. Hotel service was not only limited on the hotel facilities, rooms, and the comfort of the hotel but also including food and beverage which is provided by the hotel.

Tourism Industry must be supported by many other facilities. Hotel is one of the most important parts in tourism industry. Hotel not only provides accommodation for travelers and tourists but also offers the guests sport facilities, laundry, spa, dry cleaning, food and beverage etc.

Sahid Jaya Hotel Solo is one of five stars hotel in Solo. It is located on Gajah Mada street number 82 in the central of Solo. There are many consolations place those are Sekar Jagad Pub, Coffee shop, Sukoharjo room, and Pedan ballroom. Sahid Jaya Hotel Solo has many departments with its duties and responsibilities. The main departments in Sahid Jaya Hotel Solo are Front Office Department, Housekeeping Department, Food and Beverage Department, Public Relations Department, Accounting Department and Marketing Department. Sahid Jaya Hotel is also provides sport facilities such as swimming pool, gymnasium, and fitness centre.

Sahid Jaya Hotel Solo has combination style and decoration of the building; those are modern style and Javanese style. Javanese style is signed by a set of traditional instrument which is called Gamelan, and the modern style is signed by a lot of room decorations and the other instruments such as; Escalators, lift, and other instruments which related with modern artistic. Sahid Jaya Hotel is owned by Sahid Group which has

fifteen hotels spreading around Indonesia, one of them is Sahid Jaya Hotel Solo.

Food and Beverage Department has duties in producing, serving and selling food and beverages to the guest in hotel. Food and Beverages is divided into two sections those are Food and Beverages Product and Food and Beverages Service. The main function from this department is food and beverages product as a major of producing foods and beverages in the hotel. The process of producing foods and beverages needs professional skill, feeling, correctness, velocity, and carefulness.

By considering the important role of food and beverages product division at Sahid Jaya Hotel Solo and the function of this section, the writer made a final project entitled **“The Functions and Responsibilities of Food and Beverages Product Division in Sahid Jaya Hotel Solo”**.

## **B. Objective**

The objectives of this final project are:

1. To describe the job description of Chef Food and Beverages Product in Sahid Jaya Hotel Solo.
2. To explain the functions and the responsibilities of Food and Beverages Product division in Sahid Jaya Hotel Solo.

### **C. Benefit**

The writer hopes that this report is beneficial for:

1. The Writer

The writer gets much knowledge about the duties, functions and responsibilities of food and beverages product division especially in Sahid Jaya Hotel Solo.

2. The Readers

Giving additional knowledge about role of food and beverages product in Sahid Jaya Hotel Solo and as a reference for the research related to the food and beverages department.

3. Sahid Jaya Hotel Solo

The report becomes an input to increase the quality of producing, serving, and also accomplishing the guest's needs in Sahid Jaya Hotel Solo. By reading this final project the writer hopes the readers to know how the functions and responsibilities of food and beverages product.

## CHAPTER II

### LITERATURE REVIEW

#### A. Hotel

Hotel is an accommodation which provides rooms, food and beverages and other supporting facilities for the guests.

The name of hotel come from the France's word '*hostel*', which means a lodging for people who make a trip. In developing of this word, people prefer call hotel to hostel. The word hotel was introduced to the public at 1979. (Yayuk Sri Purwani, 1993:2)

According to business dictionary hotel is "*commercial establishment providing lodging, meals, and other guest services.*"(www.businessdictionary.com). Grolier Electronic Publishing Inc (1995) defines hotel as "*Hotel is a commercial institution which provides lodging, food and beverage and other facilities to the public*". Indonesian's government decides the classification of a hotel in Indonesia as follows: "*Hotel is an accommodation using a part or a whole of building to provides lodging, food and beverage and other support services for the public commercially organized*" (SK Menparpostel No. KM 34/PW.103/MPPT-87).

Based on the International Hotel and Restaurant (IH&RA), hotel can be classified into five types based on the competition of hotel service and facilities, they are:



1. One Star Hotel
2. Two Star Hotel
3. Three Star Hotel
4. Four Star Hotel
5. Five Star Hotel

The highest level and most luxurious service of the star hotel is Five Star Hotel, which is providing many kinds of supporting facilities for the guest, such as swimming pool, sport center, gymnasium, and exercise facilities.

Based on the definitions above, the writer concludes that hotel is a commercial institution which providing room, food and beverages and other supporting facilities for the guest during their stay in the hotel started by checking in until checking out to gain a great profit.

### **B. Hotel Classification**

Based on the plan usage, hotel can be divided into four parts, those are:

#### *1. European Plan*

The cost that has to be paid by the guests is for the room rate only.

The advantages of using this hotel plan are: This system is not only commonly used in many hotels, but also is able to make the billings system become easier.

#### *2. American Plan*

A hotel plan system where the price includes the room rate and meals price.

An American plan is divided into two parts, those are:

- Full American Plan, where the room rate includes of meals at three times a day (Breakfast, Lunch, and Dinner)
- Modified American Plan, Room rate includes meals twice, where one of meals has to be breakfast

### 3. *Continental Plan*

A plan system where the room rate includes a continental breakfast.

### 4. *Bermuda Plan*

A hotel plan system where the room rate includes once American breakfast

- Hotel classification based on the location, is divided into:

#### 1. City Hotel

A large hotel which is located in a big city, it is usually in a down town.

#### 2. Cottage

A small lodging which is located near a mountain

#### 3. Beach Hotel

A big hotel which is located at the edge of the beach.

#### 4. Resort hotel

A hotel which is located near a tourism resort.

### **C. FOOD AND BEVERAGE DEPARTMENT**

In general, Food and Beverage Department is a part of a hotel that manages foods and beverages, while in specific, food and Beverage Department is a part of a hotel department that manage and responsible to the service of food and beverage necessary and the others for the guests who stay or not in the hotel. (Wahyu Utomo, Souse Chef of Sahid Jaya Hotel Solo, 2009).

While according to Bartono PH, S.E, *Food and Beverage Department is a department which has a duty in producing, and providing food and beverage to be consumed for the guests who stay and also for the public who wants to buy. Besides, this department is also responsible for the quality of the foods, and the goodness of service in the restaurant.* (Bartono, 1991: 30).

Foods and Beverages Division duty is preparing foods and beverages product. The activities of food and beverage division are usually worked in kitchen, banquet, pastry, bar and lounge, room service and pastry shop. (Wahyu Utomo, Souse Chef of Sahid Jaya Hotel Solo, 2009).

Food and Beverage Department is a big Department which becomes second profit source of a hotel. This Department has responsibilities those are: Responsible about food and beverage service and product.

#### **D. FOOD AND BEVERAGE PRODUCT DIVISION**

The duty of foods and beverages product division (kitchen) is to make the raw materials become eatables. F&B Product division is also has support division to make the process of cooking becomes easier, that is stewarding division. Food and Beverage product is the first division which has responsibilities to control food and beverage activities in hotel, especially at banquet event, restaurant, and event order.

Food and beverage product has a lot of section such as: Butcher, Pantry, main kitchen, and stewarding. Butcher is a place where many kinds of meat are placed . Pantry is a place which used to prepare any condiment and garnish of food and beverage process. Main kitchen is a place where the cook activities are done, started from preparing the raw materials until processing of cooking, and stewarding is one of section which used to save main kitchen tools.

#### **E. PASTRY**

Pastry can be defined as the place where pastry is made. In a hotel Pastry can be defined as a division where any kind of bakery and snack is made. In hotel overview, pastry is a part of a hotel particularly kitchen which is responsible to produce bakery products and deserts. (Wahyu Utomo, Souse Chef of Sahid Jaya Hotel Solo, 2009).

Bartono PH, S.E (2005: 104) states that *“Pastry is a part of kitchen which responsible in providing a bakery product, such as bread, cakes, ice cream and kinds of dessert.* Pastry is a part of kitchen which has primary duties to provide and produce a bakery products and snack. In additional, pastry often handles a large number of deserts in many events, such as: Ice cream, Pudding, etc.

Based on Longman Dictionary of Contemporary English (2005); *Pastry is a mixture of flour, butter and milk or water used to make the outer part of baked goods.*

*Pastry is the name given to various kinds of dough made from ingredients such as flour, butter and eggs that are rolled out thinly and used as the base for baked goods. Common pastry dishes include pies, tarts, and quiches.* (Bo Fiberg, 2004).

### **F. Banquet**

*Banquet is a service for meeting (special event) or a service for an event of a company which is separated from restaurant service and grill room in generally.* (H. Marsum WA, 1993).

In another opinion, H. Kodhyat&Ramaini (1992) states that *banquet is an event which is held in a hotel by the request from the guest, usually it is provided table d hote menu and a lot number of the guests was come.*

Banquet is a department of a hotel which is responsible to hold and organize an event which is requested by the guests and usually it is used to hold an event where a lot of people come to the event.

There are two kinds of banquet event, i.e.:

1. Formal meals, such as lunch, meeting, conference, and state banquet event.
2. Buffet reception, such as cocktail party, wedding party, birthday party, etc.

Banquet division is led by a Banquet Manager which is responsible to supervise the works of its division, and manage the events held in the hotel which is used banquet facilities.

## **CHAPTER III**

### **DISCUSSION**

#### **A. Sahid Jaya Hotel Solo**

Sahid Jaya Hotel Solo was built by Sahid Group. Sahid Jaya Hotel is the first of the fifteen Sahid hotel's group that spreads around of Indonesia. This company is owned by Mr. Dr. H. Sukamdani S. Gitosarjodjono and his wife Mrs. Juliah Sukamdani. At the first time, Mr. Sukamdani and his wife started their business by building, publishing and printing house named PT. Sahid & Co and authorized on January 13<sup>th</sup> 1960. Three years later, they built CV. Tema Baru in October 7<sup>th</sup> 1963.

Mr. Sukamdani, as a printing and publishing businessman, often visits many cities around Indonesia. Then they tried to establish new business in hotel and accommodation. He decided to build his first hotel in Solo named Sahid Sala Hotel on July 8<sup>th</sup> 1965. At the first Sahid Hotel had 26 rooms in three storey buildings located on 3.000 m<sup>2</sup>.

Sahid Sala Hotel was renovated and changed into Sahid Raya Hotel. Hotel with 140 rooms available for rent and it has been considered as a four stars hotel because of the improvement of services' quality from 1993 until 1995. Then, since July 8<sup>th</sup> 2007 Sahid Raya Hotel Solo has changed into Sahid Jaya Hotel Solo until now, which now falls into five stars hotel categorize.

Sahid Jaya Solo is located at Gajah Mada 82 Solo. It has strategic location in the center of Solo. It has easy access to all of important area in

Solo. It is only 3 minutes from Balapan rail way station, 20 minutes or 15, 5 km from Adi Sumarmo air port and 5 minutes or 1 km from Tirtonadi bus station. If the guest wants to go to the business district, it needs only 5 minutes from hotel by car. To visit Mangkunegaran Palace from hotel, it only needs 5 minutes by car. The distance is only 1 km. Another tourist destination is Klewer, the biggest clothes market center in Central Java which only needs 15 minutes from hotel by car.

### **B.General Description of Sahid Jaya Hotel Solo**

Sahid Jaya Hotel Solo is one of the five stars hotel in Solo. This hotel is an International standard hotel with an International standard service. Sahid Jaya Hotel Solo provides rooms for the primary product, besides selling food and beverage. In selling its products, Sahid Jaya Hotel Solo tries to give the best service to the guests. So, the hotel provides many supporting facilities to fulfill guest's need.

There are many supporting facilities provided in Sahid Jaya Hotel Solo, such as:

#### *1. Room of Sahid Jaya Hotel Solo*

Sahid Jaya Hotel Solo has 140 of rooms which are divided into four classes:

##### a. Superior Room

It is the cheapest room. There are 96 rooms available and it consists of single bed or double bed, with room amenities of TV set, telephone and private bathroom.

b. Deluxe Room

Deluxe Room is more expensive than Superior room. The 20 rooms of the Deluxe have individual bathroom and a large bedroom with sofa.

c. Executive Suite Room

Executive Suite room is more expensive than Deluxe room. These 23 rooms offer more luxurious benefit to the customer with its separate living and bedroom and separate shower and bathroom.

d. President Suite

President Suite room is the most expensive room in Sahid Jaya Hotel Solo. It is like an apartment which has several rooms inside. President suite provides a large bedroom, a spacious living room which distinguish room for working and accepting visitors.

2. *Ratu Ratih Café Shop*

Ratu Ratih Café Shop opens for 24 hours. It offers daily special menu: Monday (Rawon), a beef soup cooked with special spices. Tuesday (Nasi Liwet Sahid), rice cooked with coconut milk and served with vegetables. Wednesday is sate ayam. Thursday (Ayam Panggang Taliwang), a roasted chicken cooked with special Balinese spices. Friday (Nasi Bakar), a special rice served in

banana leaf accompanied by some fresh vegetables and chilly sauce and Saturday (Ulam sari), a roasted chicken cooked with special spices ala



Sahid Jaya Hotel Solo, Sunday (Nasi goreng ala Sahid), a special fried rice which combines with sea food and meat ball. Ratu Ratih Café has capacities of 90 seats.

3. *Meeting Room*

Other facilities in Sahid Jaya Hotel Solo are **Sukoharjo functional room**. This multifunction room is used for meeting and a banquet event at Sahid Jaya Hotel Solo.

If the event is big, **Pedan Ball Room** which has a dimension of 18 m x 18 m x 8 m can accommodate until 600 persons. It depends on the occasion whether it is for seminar or conference, theatre or parties, restaurants or cocktail style.

4. *Sekar Jagad Pub*

The guest can enjoy entertainment and live music in Sekar Jagad pub. Sekar Jagad pub opens from 06.00 am to 09.00pm for karaoke TV and from 09.00 pm to 12.00 pm for live music. Sekar Jagad Pub also offers a special menu of beverages (alcohol and non alcohol) and canapé as the menu of appetizer.

5. *Pastry Shop*

Sahid Jaya Hotel Solo patisserie offers various cakes and pastries such as, Black Forrest, Cheese Cake, Tiramisu-Cake, Birthday Cake, Mocca Cake, Blue Berry Cake, and Ice Cream cake, brownish, croissant, toast, Danish and the others.

6. *Laundry and Dry Cleaning*

Laundry and Dry Cleaning service opens every day from 06.00 am to 06.00 pm. It can be available for both guests or public. Laundry and Dry Cleaning Service at Sahid Jaya Hotel Solo has a relationship with Linen. Laundry and Dry Cleaning is a place where the finishing process is done after though the washing process in Linen Department.

7. *Gajah Mungkur Swimming Pool*

Gajah Mungkur swimming pool is located in the second floor. The guests or public can enjoy their leisure time in Gajah Mungkur swimming pool. It opens from 06.00 am up to 09.00 pm.

8. *Fitness Center*

Fitness center in Sahid Jaya Solo can be used either by the guests or public. There the guest can enjoy some facilities such as gymnasium, aerobic room, jogging track. The guest can also join various activities such as aerobic, body language, low impact, high impact, individual exercise, stretching, weight loss/gain program and fitness.

9. *Arcade*

Sahid Jaya Hotel Solo is also complemented with a shopping arcade in the first floor. The guests can find drugstore, souvenir shop, and batik shop there.

10. *Business Center*

The guests can do business activities there. It is complemented with computer, printer, facsimile and photocopy machine.

11. *Parking Area*

The guests do not need worry to park their car or motor cycle because Sahid Jaya Hotel Solo also provides a large parking area in the front of the hotel and basement.

12. *Money Changer*

Sahid Jaya Hotel Solo also provides a money changer center which can be used by the guests to exchange currency.

**C. The Functions of Food and Beverage Product Division**

Based on the job training in Sahid Jaya Hotel Solo for three months, kitchen has two functions they are; as the major of producing food and beverage product and as supplier of foods and beverages when the hotel has a banquet event or some order. Kitchen has five sections those are:

1. Butcher is a place where the CDP Butcher is done the activities of cutting and saving many kinds of meat, sea food, and chicken.
2. Pantry is a place where the kitchen staff makes an order such as juice, FOJ, Milk shake and garnishing. When the hotel has a banquet event, pantry is also used for cutting fruits place and preparing the dessert and appetizer.
3. Stewarding is a place where the kitchen utilities are placed and saved. Basically, stewarding is also used for washing many kinds of plate, glass, spoon, fork and the others.
4. Dry store is a place where the foodstuffs are saved. To make the process of cooking being easier, usually a half of it is already in kitchen.

5. Chiller is big freezers which have a big door too, and it is used for saving and placing many kinds of fruits and vegetables. Every chiller has 16 until 18 degree Celsius of temperature. Based on the temperature, chiller can make the vegetables and fruits become fresh. So, it can help the process of cooking and increasing the taste quality of foods in kitchen Sahid Jaya Hotel Solo.

Besides those five sections, kitchen also has some airing cupboard which is used to save foods before its ready to serve. Not only chiller which is used to save the vegetables and fruit, but kitchen also has a freezer. Besides for saving the vegetables and fruit, freezer is also used for saving a lot of ice cream, meat, and other materials to make some beverages.

Kitchen as the major of producing foods and beverages means that kitchen is a place where the activities of cooking is done, starts from preparing, cooking until garnishing process to become eatables before it is served to the guest.

For the banquet event, kitchen has an important function to supply many kinds of food, beverage, and fruit. Usually, kitchen has more spares to fulfill the order from banquet event

#### **D. The Responsibilities of Food and Beverage Product Division**

Kitchen Sahid Jaya Hotel Solo has many good staffs. Each staff has different responsibilities and skills appropriate with their level. When the staff has a higher position, automatically he should increase their skills than the other. Not only skill that they needs, but they should have a thought, power, and feeling before they work in kitchen.

Kitchen Sahid Jaya Hotel Solo has a lot of responsibilities such as; Responsibilities for banquet event, Restaurant, Coffée shop, and event order. Beside that, a person who has higher position in kitchen has full responsibility to manage, control, and check every activity. For the banquet event, kitchen has more responsibilities; they are responsible to receive the guests complaint about the taste of food, and to refill all of foods and beverages at the banquet event. Second is to make sure that the kitchen staff being on time when cooking and serving the foods. Third is to make the guest satisfy about the taste quality of foods and beverages by cooking and preparing the materials are very well.

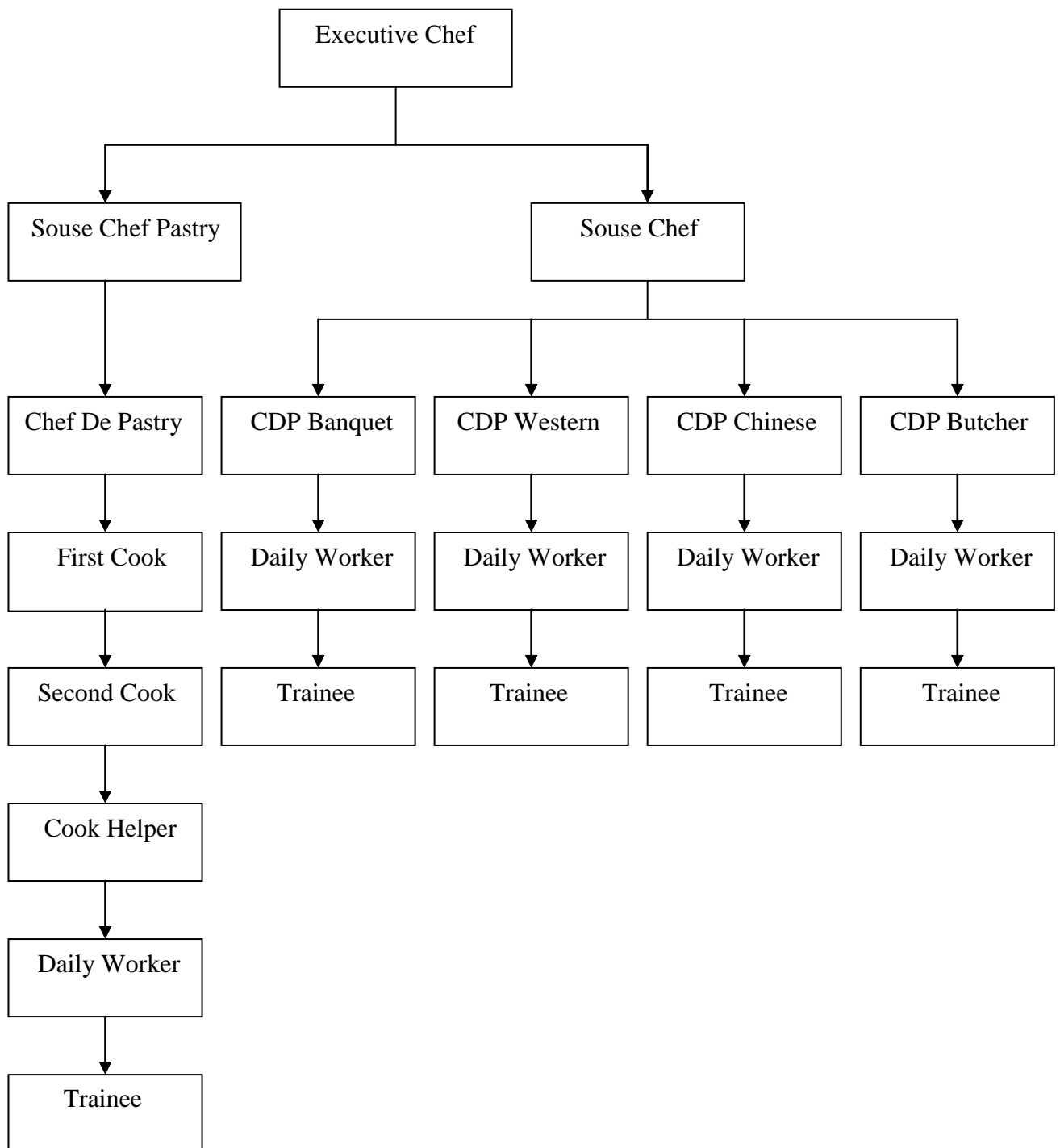
In a restaurant, kitchen has a responsibility for handling the room guest order. The restaurant is usually used for Family style and buffet style. Family style is a style where a table is used for three or four people and it is called “ready on plate style”. The buffet style is a style where the entire of foods and beverages are placed in a table and the guest can take the foods and beverages by him self. In restaurant kitchen has a responsibility for keeping the taste quality of foods and beverages more than banquet event, because many visitors who visit in Sahid Jaya Hotel Solo is tourists. Mostly, the activities in coffee shop are done by foods and beverages service, but kitchen has other responsibility to control many kinds of beverage. Usually, the guests in coffee shop do some order of foods and beverages that can not be done by foods and beverages service, such as FOJ (fresh orange juice), milk shake, wedang jahe and others. Foods and Beverages service is a part of kitchen, because the entire of the

room guest order are from F&B service. Foods and Beverages service has responsibility for controlling foods and beverages before it is served to the guest.

In Sahid Jaya Hotel Solo, kitchen has a big responsibility for the entire of event and to become the second profit after the rooms disposal. Beside the banquet event, most of the orders are from the room guest order. When the hotel is having some banquet event, pastry has responsibilities for preparing and making coffee break which is done in coffee shop. Another responsibility of pastry is in breakfast event too. Usually, Pastry makes many kinds of product, such as; Croissant, Danish, Toast bread, and pudding for the breakfast if there is an order from kitchen.

Not only kitchen department which has many kinds of responsibilities, but all of the staff have different responsibilities too. It can be explained below, after the organization chart of food and beverage in Sahid Jaya Hotel Solo.

## Organization Chart of food and beverage product division at Sahid Jaya Hotel Solo



1. The Executive Chef

The Executive Chef has more responsibilities than another staff they are:

- a. Responsible in Kitchen operation
- b. Responsible in administration
- c. Planning and arranging the menu
- d. Controlling staff activities
- e. Keeping the quality of foods and beverages
- f. Responsible in supplying Kitchen tools
- g. Controlling many kinds of kitchen material such as vegetables and fruits
- h. Keeping the stability of the cost in food and beverage production
- i. Making sure that the activities of cooking is done very well

2. The Souse Chef (both pastry and kitchen)

Souse Chef is a position under the Executive Chef and has a lot of duties they are;

- a. Taking over the duties of Executive Chef when the Executive Chef can not do the duties
- b. Taking order the materials
- c. Controlling tools and materials of kitchen
- d. Implementing all of the arranging menu from Executive Chef
- e. Controlling foods and beverages before it is ready to serve to the guest or banquet event



- f. Controlling all the divisions which has relationship with F&B department, such as; EDR (Employee Dining Room), Kitchen, and Pastry.
3. Chef De Partie (Pastry, Banquet, Western, Chinese, and Butcher)
    - a. Controlling many kinds of cake, bakery, snack, and drink.
    - b. Controlling raw material stock
    - c. Controlling the garnish making
    - d. Controlling many kinds of making sauce process
  4. First cook
 

First cook is a position which has some responsibilities they are;

    - a. Responsible in cooking process
    - b. Keeping the quality of foods
    - c. Garnishing foods and beverages
  5. Second cook
 

Basically, the duties and responsibilities of second cook are same as with first cook, only one that differentiate them, that is second cook must replace the position of the first cook when the first cook can not do the activities very well.
  6. Cook helper
 

Cook helper has some duties they are;

    - a. Preparing the materials
    - b. Cutting vegetables
    - c. Peeling potatoes
    - d. Cooking a simple food

7. Daily worker

Daily worker is a position under the cook helper and has a little of risk duties they are;

- a. Cooking rice
- b. Making omelets every morning
- c. Making beverages

8. Trainee

Trainee has some duties they are;

- a. Doing what the staff kitchen wants
- b. Helping the daily worker
- c. Learning the cooking process
- d. Asking when the trainees do not understands about cooking process.

### **E. Job Training Activities**

The writer has done the activities in the kitchen of Sahid Jaya Hotel Solo as a trainee on June 22 which is started on March 22. When doing job training at Sahid Jaya Hotel Solo the activities of the writer is as same as with the daily worker and the cook helper. Foods and beverages department has three shifts when the writer is doing the activities and a lot of duties in kitchen they are;

1. Morning shift (starts from 07.00 am until 15.00 pm)

- a. Making omelets in every morning
- b. Cooking ala carte menu such as sup buntut, soto ayam, opor ayam, sambel goreng, sup tom yam kung, and cooking rice.
- c. Checking foods and beverages at the banquet event, and refill it.

- d. Preparing the material for the next event at lunch and dinner
  - e. Helping the daily worker cooking a simple food
  - f. Making canapé (little appetizer) at 15.00 for the Sekar Jagad Pub
  - g. Making inventory list
  - h. Cleaning the kitchen area.
  - i. Keeping the utilities of kitchen
  - j. Slashing many kinds of fruit.
2. Evening shift (starts from 15.00 pm until 23.00 pm)
- a. Making Ala Carte menu, Wedang jahe, and cooking rice
  - b. Preparing material for the breakfast and lunch if there will be an event for the next day.
  - c. Cleaning the kitchen area
  - d. Cooking spices of fried rice
  - e. Helping the chef for the Coffee Shop order, Rooms or the Sekar jagad pub.
3. Night Shift, where the writer has done only once at three months and it starts from 23.00 pm until 07.00 am
- a. Preparing materials for the breakfast event
  - b. Making beverages such as, Juice and FOJ
  - c. Making omelets at 06.00 am, when the morning shift has not ready come yet.

## **CHAPTER IV**

### **CONCLUSION AND SUGGESTION**

#### **A. Conclusion**

Based on the explanation in the previous chapter, the writer concludes as follows:

1. The job description of chef of Foods and Beverages Product Division in Sahid Jaya Hotel Solo can be described as follow:

A kitchen chef has some responsibilities to manage, control, check every activity, and produce foods and beverages. The kitchen chef in Sahid Jaya Hotel Solo has to follow the rules of the hotel, for example they have to follow the schedule which is scheduled by sous chef and it is approved by Human Resources Department. Kitchen employees schedule is divided into three shifts they are: morning shift, evening shift, and night shift. Every shift has a lot of duties those are;

1. Morning shift (starts from 07.00 am until 15.00 pm)
  - a. Making omelets in every morning
  - b. Cooking ala carte menu such as sup buntut, soto ayam, opor ayam, sambel goreng, sup tom yam kung, and cooking rice.
  - c. Checking foods and beverages at the banquet event, and refill it.
  - d. Preparing the material for the next event at lunch and dinner
  - e. Helping the daily worker cooking a simple food
  - f. Making canapé (little appetizer) at 15.00 for the Sekar Jagad Pub
  - g. Making inventory list
  - h. Cleaning the kitchen area.

- i. Keeping the utilities of kitchen
    - j. Slashing many kinds of fruit.
  - 2. Evening shift (starts from 15.00 pm until 23.00 pm)
    - a. Making Ala Carte menu, Wedang jahe, and cooking rice
    - b. Preparing material for the breakfast and lunch if there will be an event for the next day.
    - c. Cleaning the kitchen area
    - d. Cooking spices of fried rice
    - e. Helping the chef for the Coffee Shop order, Rooms or the Sekar jagad pub.
  - 3. Night Shift, where the writer has done only once at three months and it starts from 23.00 pm until 07.00 am
    - a. Preparing materials for the breakfast event
    - b. Making beverages such as, Juice and FOJ
    - c. Making omelets at 06.00 am, when the morning shift has not ready come yet.
2. Foods and beverages product division has two functions they are; as the major of producing food and beverage product and as supplier of foods and beverages when the hotel has a banquet event or some order. Kitchen as the major of producing foods and beverages means that kitchen is a place where the activities of cooking is done, starts from preparing, cooking until garnishing process to become eatables before it is served to the guest.

For the banquet event, kitchen has an important function to supply many kinds of food, beverage, and fruit. Usually, kitchen has more spares to fulfill the order from banquet event

Besides those functions, Kitchen Sahid Jaya Hotel Solo has a lot of responsibilities such as; Responsibilities for banquet event, Restaurant, Coffée shop, and event order. For the banquet event, kitchen has more responsibilities; they are responsible to receive the guests complaint about the taste of food, and to refill all of foods and beverages at the banquet event. In the restaurant, kitchen has a responsibility for handling the guest order. In coffee shop kitchen has a responsibility to control many kinds of beverage. For the event order, kitchen has responsibility to cook the order from the room guest order.

## **B. Suggestion**

In this Final Project, the writer gives some suggestions to increase the service quality in Sahid Jaya Hotel Solo. The suggestion as follows:

1. Kitchen has to increase the quality of foods and beverages products, such as keeping the taste quality of foods and beverages very well.
2. Making a good coordination between the kitchen staffs, banquet staffs, and foods and beverages service staffs.

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