

**FOOD AND BEVERAGE DEPARTMENT  
AT AGAS INTERNATIONAL HOTEL: ITS ROLE IN THE BANQUET EVENT  
AND SEKAR ARUM RESTAURANT**



**FINAL PROJECT**

**Submitted as a partial requirement to obtaining a degree  
in English Diploma Program Faculty of Letters and Fine Arts  
Sebelas Maret University**

**By:**

**Indra Hermawan**

**C9306058**

**ENGLISH DIPLOMA PROGRAM  
LETTERS AND FINE ARTS FACULTY  
SEBELAS MARET UNIVERSITY  
S U R A K A R T A  
2010**

## **APPROVAL OF SUPERVISOR**

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

### **Final Project Report:**

Food and Beverage Department at Agas International Hotel: Its Role in the Banquet  
Event and Sekar Arum Restaurant

Name : Indra Hermawan

NIM : C9306058

Supervisor,

Dra. Sri Kusumo Habsari M.Hum, Ph.D  
NIP. 19670323199512 2 001

## **APPROVAL OF THE BOARD OF EXAMINERS**

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

Title : Food and Beverage Department at Agas International Hotel:  
Its Role in the Banquet Event and Sekar Arum Restaurant  
Name : Indra Hermawan  
NIM : C 9306058  
Examination date : 09 March 2010

### **The Board of Examiners**

1. Yusuf Kurniawan, SS, MA  
Chair Person (.....)  
NIP. 197111301999031001
2. Dra. Endang Sri Astuti, MS  
Secretary (.....)  
NIP. 195208141981032001
3. Dra. Sri Kusumo Habsari M.Hum, Ph. D  
Main Examiner (.....)  
NIP. 196703231995122001

Faculty of Letters and Fine Arts  
Sebelas Maret University  
Dean,

Drs. Sudarno, MA  
NIP. 195303141198506 1 001


## **PREFACE**

In this special opportunity, I would like to say the deepest thanks to Allah SWT power, spirit and healthy in finishing this final project. This final project which is entitled “Food and Beverage Department at Agas International Hotel: Its Role in the Banquet Event and Sekar Arum Restaurant” contains the information about the job description of a Chef de Partie of kitchen, the role of food and beverage product to the banquet event which is held in hotel and also explain about the role of food and beverage product to Sekar Arum Restaurant. I hope this final project is useful for the readers who want learn more about hotelier. I would like to say thanks for everyone who gives his/her love and support during the process of finishing this report. I realized that this Final Project is still far from being perfect, so I welcome criticism from the readers to improve this Final Project.

Surakarta, February 2010

Indra Hermawan

## MOTTO

- 
- GOD IS THE BEST PLACE FOR YOU TO SHARE EVERYTHING AND ASK EVERYTHING.

## ACKNOWLEDGEMENT

I would like to thank Alloh SWT for the charity and blessing given to me so this final project could be finished. I made this final project to fulfill the requirement to obtain the Diploma degree in English Diploma of Letter and Fine Arts Faculty, Sebelas Maret University.

I would like to express deep gratitude to:

1. Drs. Sudarno, MA, the Dean of Letters and Fine Arts Faculty of Sebelas Maret University Surakarta.
2. Yusuf Kurniawan SS, MA, the Head of English Diploma of Letters and Fine Arts Faculty, Sebelas Maret University. Thanks for your kindness for these amazing three years.
3. Dra. Sri Kusumo Habsari M. Hum, Ph.D as my final project consultant thanks for your patience, time, and advice Mom.
4. All of English Diploma Lecturers thanks for all of valuable knowledge that I've got from you.
5. My beloved first brother....I hope you get better place, better family in heaven....I always pray for you....
6. My beloved parents... thanks for all you've done. Thank you for your patience, attention, and care you given to me...you are the finest inspiration for me..
7. My brother....I feel we should spend more time togheter.....
8. Pak Min, Pak Ari, Pak Muslih, Pak Puji as kitchen chef thanks for your information and advice. Thank you for the experience that I will never forget.

9. My English diploma friends especially class B...thanks for your supporting.....
10. Veris, Adityo, Wuri, Prima, Wiwiet, Idi, Edy, Kakek Fran, Candra, Darso, Deni, Erda, Aan...Don't forget to remember me, my friend....

Surakarta, February 2010

Indra Hermawan

## ABSTRACT

**Indra Hermawan, 2010. Food and Beverage Department at Agas International Hotel: Its Role in the Banquet Event and Sekar Arum Restaurant .** English Diploma Program of Letters and Fine Arts Faculty, Sebelas Maret University.

Hotel is one of the important factors to the development of tourism sector. In the hotel business, customers' satisfaction is the most important. Agas International Hotel is one of three star hotel in Solo which always improves its qualities to get the customers' satisfaction. There are many ways done by the hotel management to get customers' satisfaction. One of the efforts is improving the quality of Food and Beverage Department. This department has important responsibility to provide and to keep the quality of the food and beverage in the hotel. Food and Beverage department can be divided into two divisions that are Food and Beverage Product and Food and Beverage Service. Food and Beverage product has responsible to produce all kind of food and beverage in the hotel. Food and Beverage product has important role to the other sections in the Food and beverage department. Food and Beverage product has big section called kitchen. This final project has purposes to find out the role of food and beverage product to the banquet event and Sekar arum restaurant at Agas International Hotel and to describe the job description of Chef de Partie of kitchen.

Chef de Partie of kitchen has daily job to prepare all of food and beverage for daily breakfast and produce the food that are ordered by the guest. Chef de Partie also has several duties such as, providing and producing food and beverage for daily breakfast, lunch and dinner, menu planning and making store room requisition. There were also several apprentices who have duty to help Chef de Partie. Besides helping the kitchen chef, the apprentices can observe and learn how to produce and serve the food from kitchen chef.

Food and Beverage product is one of divisions that is very busy because this division has responsibility to provide the food and beverage for several sections in the Food and Beverage department. There are only four kitchen chefs and two cook helpers in this division. Because there are many activities in the Food and Beverage product, it will be better for Food and Beverage department to add more kitchen chef and cook helper. Food and Beverage product should also try to make new variety of menu in order to attract more customers.



## TABLE OF CONTENTS

APPROVAL OF CONSULTANT .....	ii
APPROVAL OF THE BOARD OF EXAMINERS .....	iii
PREFACE .....	iv
MOTTO .....	v
ACKNOWLEDGMENT .....	vi
ABSTRACT .....	vii
TABLE OF CONTENTS .....	ix
CHAPTER I: INTRODUCTION	
A. Background .....	1
B. Objectives .....	3
C. Benefits .....	4
CHAPTER II: LITERATURE REVIEW	
A. Hotel definition .....	5
B. Hotel Classification .....	6
C. Food and Beverage Department .....	11
D. Food and Beverage Product .....	13
CHAPTER III: DISCUSSION	
A. Short history of Agas International Hotel Solo .....	16
B. General description of Agas International Hotel Solo .....	17
C. Organization chart of Agas International Hotel Solo .....	22
D. The Job description of Chef de Partie .....	23
E. The role of Food and Beverage Product to the Banquet event .....	25

F. The role of Food and Beverage Product to Sekar Arum Restaurant.....	27
CHAPTER IV: CONCLUSION AND SUGGESTION	
A. Conclusion.....	29
B. Suggestion.....	30
BIBLIOGRAPHY	
APPENDICES	

**FOOD AND BEVERAGE DEPARTMENT  
AT AGAS INTERNATIONAL HOTEL: ITS ROLE IN THE  
BANQUET EVENT AND SEKAR ARUM RESTAURANT**

Indra Hermawan<sup>1</sup>  
Dra. Sri Kusumo Habsari M.Hum, Ph.D<sup>2</sup>

**ABSTRACT**

2010. English Diploma Program of Letters and Fine Arts Faculty, Sebelas Maret University.

Hotel is one of the important factors to the development of tourism sector. In the hotel business, customers' satisfaction is the most important. Agas International Hotel is one of three star hotel in Solo which always improves its qualities to get the customers' satisfaction. There are many ways done by the hotel management to get customers' satisfaction. One of the efforts is improving the quality of Food and Beverage Department. This department has important responsibility to provide and to keep the quality of the food and beverage in the hotel. Food and Beverage department can be divided into two divisions that are Food and Beverage Product and Food and Beverage Service. Food and Beverage product has responsible to produce all kind of food and beverage in the hotel. Food and Beverage product has important role to the other sections in the Food and beverage department. Food and Beverage product has big section called kitchen. This final project has purposes to find out the role of food and beverage product to the banquet event and Sekar arum restaurant at Agas International Hotel and to describe the job description of Chef de Partie of kitchen.

Chef de Partie of kitchen has daily job to prepare all of food and beverage for daily breakfast and produce the food that are ordered by the guest. Chef de Partie also has several duties such as, providing and producing food and beverage for daily breakfast, lunch and dinner, menu planning and making store room

requisition. There were also several apprentices who have duty to help Chef de Partie. Besides helping the kitchen chef, the apprentices can observe and learn how to produce and serve the food from kitchen chef.

Food and Beverage product is one of divisions that is very busy because this division has responsibility to provide the food and beverage for several sections in the Food and Beverage department. There are only four kitchen chefs and two cook helpers in this division. Because there are many activities in the Food and Beverage product, it will be better for Food and Beverage department to add more kitchen chef and cook helper. Food and Beverage product should also try to make new variety of menu in order to attract more customers.

---

<sup>1</sup> Mahasiswa Jurusan D III Bahasa Inggris dengan NIM C 9306058

<sup>2</sup> Dosen Pembimbing

# CHAPTER I

## INTRODUCTION

### A. Background

Solo is the city which has big potential in tourism sector especially in cultural tourism. There are many places tourists can enjoy strong cultural atmosphere such as, Keraton Kasunanan Surakarta, Mangkunegaran, Museum Radya Pustaka. Beside the strong cultural atmosphere, Solo is the place for several international activities such as, SIEM (Solo International Ethnic Music) and World Heritage. With the various activities in Solo, hotel becomes important element because many activities are held in hotel.

Hotels provide accommodation for tourist who stay overnight in the surrounding tourism resort. In this recent day, hotel not only provides accommodation for tourist but also provides many facilities which support public activities. Several facilities provided by hotel are restaurant, function room, sport facilities and laundry.

Restaurant is provided by hotel to sell food and beverage which becomes one of important services beside room and hotel comfort. In restaurant, customers can enjoy food and beverage in good atmosphere. Restaurant can be classified into two categories: formal and informal restaurant. Formal restaurant is the restaurant which gives exclusive service to the customer whereas the priority of informal restaurant is efficiency.

Hotel also provides function room which can be used for many purposes such as, meeting, presentation, wedding party or birthday party. Function room has special service called banquet service if there are food and beverage served during these activities. Function room is provided by four star and five star hotel. They provide several rooms

such as small room, medium room and big room. Because of many activities and potential to gain a profit, every hotel provides function room as supporting facilities.

Food and Beverage is a big department which becomes the second profit source to a hotel. Food and beverage product is one division of Food and Beverage department which has duty to prepare and cook all kind of food in hotel. Food and beverage product has several outlets which support this division to sell the food, such as, restaurant, pool, room service. Food and beverage product also provides food and beverage for banquet service which can be additional income for hotel.

Agas International Hotel is one of three-star hotel in Solo which has a good professionalism to provide the best service to the customer. The customer satisfaction is the priority of Agas International Hotel. Therefore, the hotel always tries to improve the quality of service to the customer because the hotel reputation depends on customer satisfaction. Competition between the hotels also makes some of hotels need to improve their service and facilities.

There are many departments in hotel which has their own duties and responsibilities. The main departments in Agas International Hotel are Front Office Department, Food and Beverage Department, Housekeeping Department, Human Resources Department, Accounting Department. Each department should be able to cooperate with another department for the development of the hotel.

Food and Beverage department is the hotel department which has duties to produce, serve and sell the food and beverage to the hotel customer. Food and Beverage department can be divided into two divisions that are Food and Beverage Product and Food and Beverage Service. Food and Beverage product is the division which has

responsible to prepare the raw material for food and beverage and produce food and beverage. To produce and serve the food and beverage, it needs creativity and it should be hygienic, quick and safe. This division has important role to prepare and cook the food for the order of restaurant, pool, banquet event or room service.

Because of the important role of this department, the writer made final project entitled **“Food and Beverage Department at Agas International Hotel: Its Role in the Banquet Event and Sekar Arum Restaurant”**.

### **B. Objectives**

The objectives of this final project report are:

1. To describe the job description of Food and Beverage Product division (Kitchen Chef) in Agas International Hotel Solo.
2. To explain the role of Food and Beverage Product to the Banquet Event and Sekar Arum restaurant at Agas International Hotel Solo.

### **C. Benefit**

The writer hopes this final project report will give benefit to the Diploma III English Department students, the readers and the hotel.

1. To the Diploma III English Department Students

The writer hopes this final project report will be a reference to make report and give some knowledge about hotel. It also can explain the hotel works and give information to the student about the real job field.

2. To the readers

By reading this final project report, the readers will know about the job description of the chef of food product in main kitchen. They will also get additional information and knowledge about hotelier industry.

3. To the hotel

This final project can be one of promotion media because many people may read this report and know about the hotel facilities.

## **CHAPTER II**

### **LITERATURE REVIEW**

#### **A. Hotel**

Hotel industry is a part of tourism industry because it offers accommodation, food, drink and other services to the public. According to Hotel Proprietors Act (1956) hotel is:

An establishment managed by the proprietor by providing food, beverage and room facility without special contract for the traveler who is able to pay a reasonable sum of money conforms to the service which is received.

(Sulastyono, 1999: 5)

While, Grolier Electronic Publishing Inc (1995) defines hotel as, “A commercial institution which provides lodging, food and beverage and other facilities to the public”. (Sulastyono, 1999:6). Indonesians’ government limits the criteria of hotel in Indonesia in the Government Decree of Tourism and Telecommunication minister Number KM/HK 103/MPPT-87. The hotel definition of Government Decree of Tourism and Telecommunication Minister Number KM/HK 103/MPPT-87 is, “an accommodation using a part or the whole of building to provide service, lodging, meal and other support services which is organized commercially”. (Sulastyono, 1999:6). In other words, hotel is built to provide lodging, food and beverage and many other facilities for the travelers who want to stay in the surrounding of tourism resort. In the development, hotel does not only



provide lodging for the travelers but also for all public who want to stay in the hotel.

The main goal of the hotel is to get profit. Hotel needs to improve their facilities and the quality of the service in order to get big profit and to face the competition between the hotels. Beside facilities and quality of the service, the improvement should include all of products in hotel. Hotels' product can be divided into two products that are:

1. *Tangible Product*

All products that guests can see directly and should pay to have them, such as: guest room, food and beverage, entertainment, laundry and dry cleaning, and other facilities.

2. *Intangible Product*

All products that customers cannot see directly but the customer can feel while they pay for tangible product, such as: services from the employee, security, safety, cheerfulness, and comfort. (*Sunyoto, 2007:5*)

Hotels' product is important because guests want to find the best product from the hotel whether it is tangible or intangible product. The improvement of hotels' facilities and the quality of service is important to attract customers. By increasing number of guest, hotel will get big profit.

## **B. Hotel Classification**

Based on competition hotel can be classified into star and jasmine hotel. Star hotel offers complete facilities than jasmine hotel. The guests in star hotel

will get more professionalism of service than jasmine hotel. Star hotel can be divided into five categories based on the quality of service and other facilities that are:

1. *One star hotel*

Hotels in this classification are likely to be small and independently owned, with family atmosphere. Services may be provided by the owner and family on an informal basis. There may be limited range of facilities and meals may be fairly simple. Some bedrooms may not have en-suite bath/ shower room.

2. *Two star hotel*

In this classification hotels will typically be small sized and offer more extensive facilities than at the one star level. Some business hotels come into two star classification and guest can expect comfortable, well equipped, overnight accommodation and en-suite bath/ shower room.

3. *Three star hotel*

At this level, hotels support higher staffing levels and a significantly greater quality and range of facilities than at the lower star classifications. All bedrooms will have fully en suite bath and shower rooms and offer a good standard of comfort and equipment, such as a hair dryer, direct dial telephone, toiletries in the bathroom.

4. *Four star hotel*

Expectations at this level include a degree of luxury as well as quality in the furnishing, décor and equipment in every area of hotel.

Bedrooms will also usually offer more space than at lower star levels and well designed. The en-suite bathrooms will have both bath and fixed shower.

5. *Five star hotel*

At this level guests can find spacious and luxurious accommodation throughout the hotel, matching the best international standards. Interior design should impress with its quality and attention to detail, comfort and elegance. (*Research department of the Caribbean Tourism Organization, 2002*)

Jasmine hotel can be divided into three categories based on the number of room that are:

1. *Jasmine hotel level one*

At this level, the minimum number of room is 5 rooms.

2. *Jasmine hotel level two*

Jasmine hotel level two minimum have 10 rooms.

3. *Jasmine hotel level three*

Jasmine hotel level three minimum have 15 rooms.

Hotel is a big industry which becomes international business. There are several international plans to determine the rate. Based on the plan usage, hotel can be classified into four categories that are:

1. *The Continental Plan*

The Continental plan indicates that the quoted rate includes a continental breakfast. A continental breakfast normally consists of coffee

or tea, juice and bread. Aside from breakfast, all other food provided by the hotel is billed.

## 2. *The American Plan*

The American plan means that the quoted rate includes three meals; breakfast, lunch and dinner. In the American plan, the meals are provided by the hotel kitchen. Travelers choosing a hotel in remote location where there are not many restaurants or none at all, need to stay at a hotel that offers an American plan.

## 3. *The Modified American Plan*

The Modified American plan means that the quoted rate includes two meals a day, including breakfast and either lunch or dinner. In the Modified American Plan meals are provided by the hotel dining room.

## 4. *The European Plan*

The European plan indicates that the quoted rate is strictly for lodging and does not include any meals. The advantage of the European plan is that it encourages guests to try a variety of restaurant experience, and they can often save money by eating at establishment that charges less than the hotel dining room. (*Research department of the Caribbean Tourism Organization, 2002*)

The development of hotel industry makes some investor build hotel not only in the surrounding of tourism resort. They develop hotel to the some location that are strategies to get customers. Based on location hotel can be divided into five categories that are:

1. *City Hotel*

Generally this hotel is located in the downtown within short distance from business center and shopping arcade. Rates are normally high due to the location is beneficial. City hotel have high traffic on weekdays and the occupancy is generally high.

2. *Resort Hotel*

Resort hotel is the planned destination of guests, usually vacationers. This is because resort is located at the ocean or in the mountain away inner city. Resort hotels may offer any form of entertainment to keep their guest happy and busy.

3. *Suburban Hotel*

Hotel that is located in the outskirts of city. It generally has high traffic on weekend. In this type of hotel rates are moderately low.

4. *Motel*

Hotel that is located primarily on highway. This hotel provides lodging to highway travelers and also provide ample parking space. The length of stay is usually overnight.

5. *Airport Hotel*

Hotel that is located near airport and conveniently located to provide any levels of service from just clean room, to room service, they provide bus or limousine service to the airlines. ([www.hotel-industry.learnhub.com](http://www.hotel-industry.learnhub.com))

Hotel is provided for the travelers who want to enjoy tourism resort or have some business and usually they stay in hotel for short period. Nowadays, customers not only stay in hotel to enjoy tourism resort but use hotel as residence and they stay there for long period. Based on length of guest stay hotel can be divided into three categories that are:

1. *Transient Hotel*

The guests stay only a day even less. The occupancy rate is usually very high. Transient hotel is situated near airport and usually this hotel is used by the travelers who wait for their plane.

2. *Semi-Resident Hotel*

The guests stay for short period more than one day.

3. *Resident Hotel*

The guests stay for a minimum period of one month up to a year. The rent can be paid on monthly or quarterly basis. Resident hotel provides sitting room, bedroom and kitchenette. (*Sunyoto, 2007: 4*)

### **C. Food and Beverage Department**

Food and beverage is one of important departments for hotel. It is the second main income source of hotel after room rent. Bartono defines food and beverage department as:

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).

Food and Beverage department can be divided into two divisions that are Food and Beverage Product and Food and Beverage Service. Beside those divisions, Food and Beverage department can be divided into several sections to support the activity of Food and Beverage department. The sections are production area (kitchen), restaurant, bar, room service, function room and stewarding. The functions of each section are:

*1. Production Area*

Production area is an area where the food and beverage are prepared and cooked. The employees of this section have duties to prepare raw material of food, to cook the food, to check the portion according to the order, to check and deliver the order, to prepare the production report.

*2. Restaurant*

Restaurant is the place where the guest can eat and drink in nice situation. There are several employees in this section which have duties to take the order, to serve the order, to handle payment, to arrange the special request of the guest if needed, to handle the guest complaint, to prepare the food and beverage sales report.

*3. Bar*

Bar is the place where the guest can drink and see directly how their order is prepared. The employees of this section have duties to take the

order, to prepare and produce beverage, to check and deliver the order, to serve the order, to prepare the beverage production and sales report.

#### 4. *Room Service*

Room service is a section where the food and beverage is served to the guest room. The employees of this section have duties to receive order from the guest through telephone, to send the order to the kitchen or bar, to serve the order to the guest room, to clear up the equipment from the guest room, to prepare food and beverage report.

#### 5. *Function Room*

The function room is the room which can be used for private purpose and it is usually called Banquet service if there are food and beverage served during the activity. The employees of banquet section have duties to prepare the set up according to the order, to take and serve the food and beverage, to handle payment, to prepare sales report.

#### 6. *Stewarding*

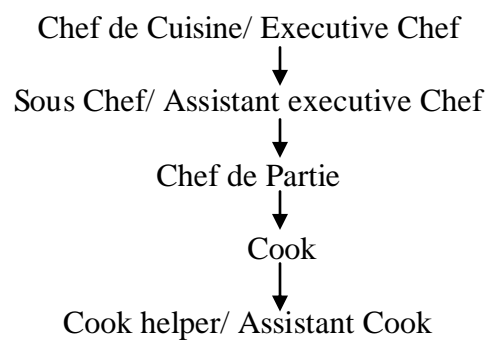
Stewarding is a section which has responsible to maintain, keep and clean the equipment of Food and Beverage department especially restaurant and main kitchen. The employees of this section have duties to clean, store and maintain the food and beverage equipment, utensils, and material from the production area and service to prepare the inventory report, to prepare the lost and breakage report, to prepare the amount of equipment, utensil, and material needed for certain period. (*Sunyoto, 2007: 10-12*)



### **D. Food and Beverage Product**

Food and Beverage product is one of the divisions of Food and beverage department which has responsible to prepare the raw material and produce the food and beverage. All kind of food and some of beverage which is served in hotel are provided by Food and Beverage Product.

Food and beverage product has big section called kitchen which is used for producing food and beverage. According to Webster Third International Dictionary kitchen is, “A room or other space (as wall area or special building) with facilities for cooking”. ([www.ilmuperhotelangratis.blogspot.com](http://www.ilmuperhotelangratis.blogspot.com)). The area of kitchen should always be clean and safe to support the operation of food and beverage product. Kitchen is big section which can be divided into several sections and every section is led by Chef de Partie. The sections of kitchen are: pastry, pantry, butchery, poissonier, potage, potiseur, saucier. The operation of food and beverage product or kitchen is led by Executive Chef or Chef de Cuisine which has duties to manage the staff of food product and to control the cost of food production. The organization chart of food and beverage product is:



The control of kitchen and other food preparation area is done by Sous Chef or Assistant Executive Chef. Every staff in the kitchen has their own duties to support the operational of this division. The duties of every staff in kitchen are:

1. *Executive Chef*

Executive chef has duties to control the cost of food production, to manage the duties for every staff in the food product and to responsible to the activities in the kitchen.

2. *Sous chef/ Assistant Executive chef*

Sous Chef/ Assistant Executive Chef has duties to control the staff activities in food and beverage product, to arrange the work schedule of kitchen staff, to take the duties of executive chef when the executive chef has not arrived to the kitchen.

3. *Chef de Partie*

Chef de Partie has duties to manage the section in the kitchen, to receive the food order from customer in captain order which is written by food service staff, to read the order to the Cook who will produce the order, to check the standard taste, appearance and portion of the food.

4. *Cook*

Cook has duties to check the raw material, ingredients, and vegetables which are needed by kitchen, to check the readiness of kitchen utensil which is prepared by assistant cook, to cook the food according to the order, to arrange the food and give garnish according to the standard appearance.

5. *Cook Helper*

Cook helper/ Assistant Cook has duties to help the cook to prepare and cook the food, to take the raw material of food, ingredients, and vegetables from daily store, to clear up and clean the kitchen utensil. (*Soekresno, 2000: 146-147*)

**CHAPTER III**  
**FOOD AND BEVERAGE DEPARMENT**  
**IN AGAS INTERNATIONAL HOTEL SOLO**

**A. Short History of Agas International Hotel Solo**

Agas International Hotel Solo is the three star hotels in Solo which is located on Jalan dr. Muwardi 4 Solo. The architecture of this building is mediteranian and its area is about 4,658 Ha. Since the hotel was established in 1996, the management of Agas International hotel has changed three times.

The hotel was established on January, 20 1996 by PT. Artha Griya Awal Sejahtera (PT. AGAS) which has ten member of businessman from Solo and Semarang. In November 1998, Agas International Hotel Solo was taken by PT. Marante Harapan Pelita Jakarta and automatically the management of Agas International Hotel is handled by PT. Marante Harapan Pelita. In March 2006, the hotel management was taken by PT Bumi Wisuda Santana Tama (PT. Bumi Wisata) until now.

Agas International hotel is located in the central of Solo and this hotel is close to Manahan Sport complex of Solo. The location of this hotel is very strategic because only 15 minutes from Adi Sumarmo airport and 5 minutes from Balapan railway station. This hotel is ideal for business and leisure traveler.

Agas International Hotel provides several supporting facilities for customers, such as meeting room, coffee shop, restaurant, drugstore, and business

center. Swimming pool with warm water is one of interesting facilities which can attract many customers to come to the hotel.

### **B. General Description of Agas International hotel Solo**

Agas International Hotel Solo is three star hotel which has five floors with 66 luxurious rooms. This hotel is located on Jalan Dr. Muwardi 44 Solo and close to Manahan Stadium of Solo. With only 5 minutes from the shopping centre, Agas International Hotel is ideal for business traveler and family. Agas International Hotel as one of three star hotels in Solo has supporting facilities to provide the customer needs. Beside the room as primary product, the hotel also sells food and beverage. The supporting facilities in the Agas International Hotel are:

#### *1. Room facility*

The primary product of Agas International Hotel is the room. There are 66 luxurious rooms with modern and Javanese architecture which are equipped with air conditioner. The modern and Javanese architecture can be found in the Deluxe and Suite rooms which are very spacious and comfortable with private bathroom and shower. The rooms are also completed with mini bar, telephone, television with some channels and in-house video. Some of rooms have private balcony overlooking in lush tropical garden and swimming pool.

#### *2. Meeting Room*

The hotel has two meeting rooms they are Turisari and Mayangsari. Turisari meeting room has size 11x13m with full air conditioner and overhead projector. The other facilities in Turisari meeting room are

whiteboard and board maker, flipchart, laser point and sound system. While, Mayangsari meeting room has size 7x12m with the facilities similar with Turisari meeting room.

Agas Internasional Hotel also provides packages for customers who want to use the meeting room. Several packages which are offered by Agas International Hotel are meeting package, wedding package, table manner course and sweet seventeen package. Agas International Hotel provides several facilities in those packages that are:

a. Meeting package

There are several facilities in the meeting package. By choosing this package customers do not need to pay the meeting room charge. The hotel will provide backdrop, overhead projector and sound system to support the meeting. Customers will get coffee break in the beginning and middle of meeting. For the participant of meeting, the hotel will provide lunch or dinner depend on the time of meeting. When the meeting is held for few days and the participant need to stay at the hotel, they will get room discount.

b. Wedding package

The hotel provides wedding package for customers who want held their wedding party. For this package, the hotel will provide room and the bridal decoration according to the theme of wedding party and customer's request. Wedding car is provided to take the bride and bridegroom from their house. Buffet breakfast for the family is

included in this package. Live music or the other entertainment will be provided by the hotel for the merriment of the party. For staying at this hotel, the family will get room discount until 35% and additional time for check out until 04.00pm. For extra service, customers will get swimming pool voucher and fruit basket.

c. Table manner course

Agas International Hotel offers table manner course package. The participant will get table manner book, certificate and the theory of table manner. They will also practice making bed. Hotel officer will accompany the participant to go around the hotel and look at the hotel facilities. They also will get bartender and cooking demonstration.

d. Sweet seventeen package/ Birthday package

For the parents who want celebrate their children's seventeenth birthday this hotel provides sweet seventeen birthday package. The hotel will provide backdrop and room decoration. Birthday cake will be prepared by the hotel. Entertainment including master of ceremony will be provided to make the party merry. There is no charge for the room and the customers will get one meal.

3. *Public Facility*

Agas International Hotel has a several public facilities which support the hotel: they are Langen Harjo Swimming Pool which are completed with warm water and pool bar, Sekar Arum restaurant, coffee

shop 24 hours, drugstore, business centre which can be used by the guests to reserve airlines ticket and ship ticket, free car wash, express laundry and dry cleaning for outside and in-house service, beauty salon, taxi service.

Agas International Hotel management is led by General Manager which has duty to control the management of hotel. In doing his job, General Manager is supported by many management staffs. There are several management staffs to run the hotel and to provide the best service for the guests.

Personal Department has responsibility related to the employees such as, salary, working management and be staff recruitment. In the recruitment of employees, Personal Department should be careful in order to get the good employees who can improve the quality of hotel. Personal department is led by Personal Manager.

Food and Beverage Department is the department which handle all activities related to the producing and serving food and beverage. This department is important for the hotel because it is the second big profit after room rent.

The cleanliness, comfort and beauty of the hotel are the responsibility of Housekeeping Department. All areas of hotel especially room should always be clean because it is the primary product of hotel. This department is led by Executive Housekeeper.

Marketing Department has responsibility to sell and promote the hotel to the public. Marketing department can promote the hotel by using various advertisements such as: internet, newspaper or television. This department is led by marketing Manager.



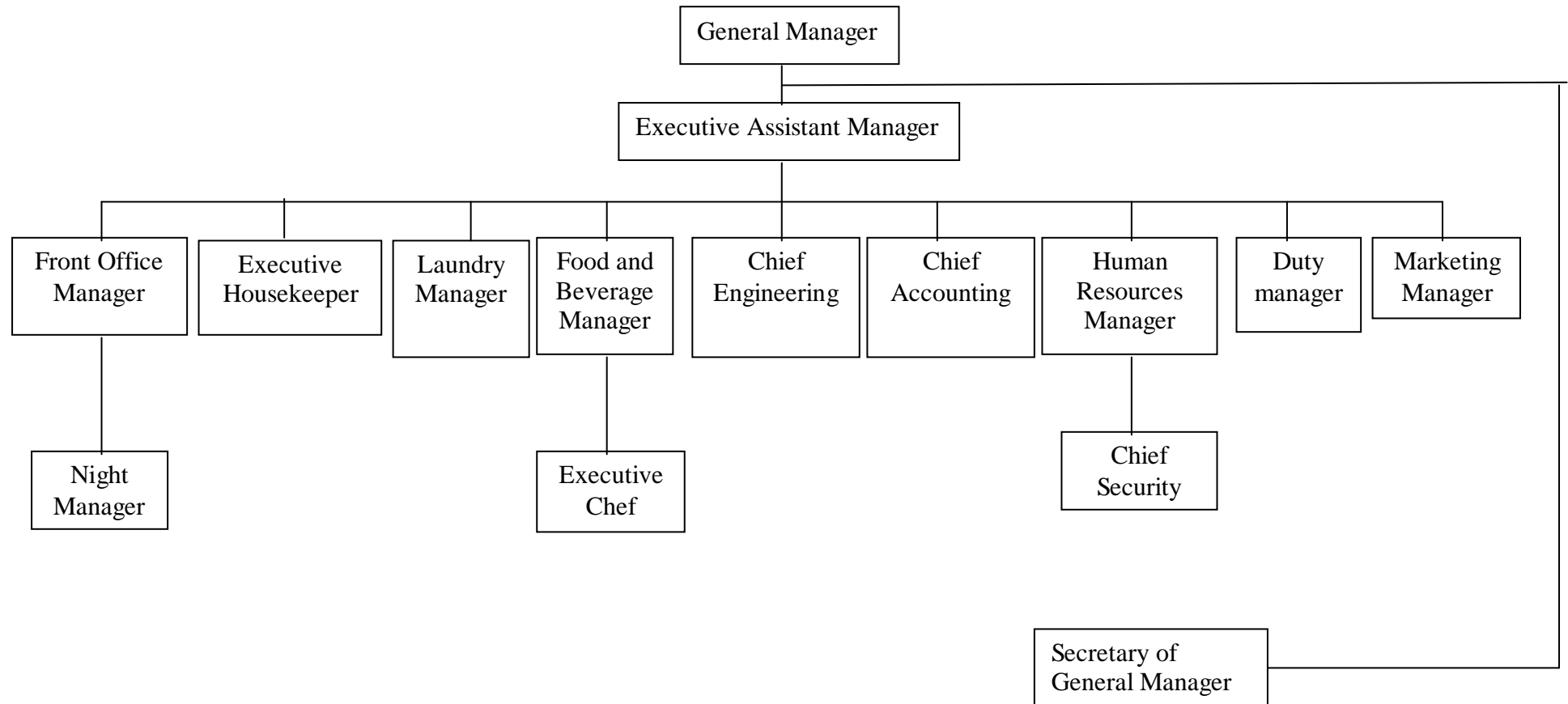
Accounting Department is the department which handles the financial matters. The calculation of total outcomes of hotel and all requests needed by other department are handled by this department. This department is led by Chief Accountant.

Front Office Department is responsible to sell the room, give information about the hotel to the guest and handle the guests check in and check out process.

The maintenance and operation of hotels' lighting, heating, air conditioning and other mechanical problem is the responsibility of Engineering Department.

Each department is led by Department Manager and helped by Department head to support the operation for each division. Every department has own duty to make the hotel develop. To develop the hotel every department should have good cooperation each other.

### C. The Organization Chart of Agas International Hotel Solo



### **D. The Job Description**

Food and Beverage is big department which has important role in the hotel. This department has two divisions that are Food and beverage product and Food and beverage service. Food and beverage product is the division which has duty to produce food and beverage. Food and beverage product is led by Executive chef who has responsible to the food product operational. To assist Executive chef there are several Chefs de Partie who are responsible to their section.

Food and beverage product has big section called kitchen which is used to produce food and beverage. There are several chefs or cooks in the kitchen who is working under authority of Chef de Partie. Chef de Partie has duty to manage kitchens' staff and responsible for the quality of the products produced by kitchen. There are several duties that Chef de Partie of kitchen has to do to manage his section. The duties of Chef de Partie are:

1. Checking the present list of his staff.
2. Giving daily briefing to his staff.
3. Checking today's menu and prepares the materials.
4. Checking the cleanliness of room sanitation and utensils.
5. Making a store room requisitions to fulfill the needs of materials in kitchen.
6. Handling the complaint from the guest.
7. Checking the standard of taste, food appearance and portion.
8. Making report and evaluation of today's work.

9. Making the schedule for his staff.
10. Giving confirmation about breakfast menu for next day.

In Agas International Hotel Solo, there are four employees in kitchen and they are divided into three shifts those are morning shift, evening shift and night shift. Morning shift is started at 07.00am until 03.00pm and evening shift is started at 03.00pm until 11.00pm, while, night shift is started at 11.00pm until 07.00am. From four employees in the kitchen one of them has a role as Chef De Partie and the other are kitchen chef or cook. Chef de Partie is often working in the morning shift because he has duties to manage and to control the store room requisitions and prepare the kitchens' material. The kitchen employees have one day off after five days in, but the schedule can be changed following the situation and condition.

Beside four employees in the kitchen, there are two daily workers who help kitchen chef. Kitchen chef has duty to control the material of food. The readiness of kitchen utensils will be checked by kitchen chef after the cook helper prepare it. The order from the guest will be prepared and cooked by kitchen chef. In serving food, kitchen chef should give garnish in the food in order to make the food interesting.

Kitchen chef is also helped by some apprentices from Tourism academy or Hotelier academy. Based on the writer experience as an apprentice, there are several duties for the apprentices. At the first, the apprentices learned from the kitchen workers especially kitchen chef about the duties in the kitchen. After several times, they have duties like the other kitchen workers. In the morning, the

apprentices should check the material in the kitchen and throw the spoiled material into waste basket. They prepared the material of food according to the order then it was cooked by kitchen chef. The apprentices also helped the kitchen workers to clean the kitchen area and kitchen utensils. They also learned how to produce and serve the food. They should be active to ask about the method of producing and serving food to the kitchen chef. Besides, it was very useful for the apprentices, through learning of producing and serving the food the apprentices can help kitchen chef when there are many orders.

#### **E. The Role of Food and Beverage Product to the Banquet Event**

Banquet is a service for special event which is held in hotel with a lot of number of guests is come. This service is separated from food service in the restaurant and it is usually held in the lounge. There is banquet section in Food and Beverage division which has responsible to maintain an event held in the hotel. Banquet section has function to prepare all the things to hold the event, including to confirm the food and beverage to the kitchen staff. There are two kinds of food and beverage serving, they are Buffet serving and Ready on Plate. Buffet serving is a kind of service where the foods are served in the table and the guest can take the foods themselves. While, Ready on Plate is a kind of service where the foods are served on the plate directly to guest.

Banquet events include meeting, seminar, workshop and training need a coffee break menu before they have a main course. Food and Beverage Product has responsible to provide the main course which is usually divided into three

part, they are breakfast, lunch and dinner. While, the coffee break is depend on the request from the guest. The menus provided by Food Product depend on what the guest want. When the guest want to revise or cancel the order, banquet attendants have to confirm a banquet status to the kitchen and make banquet status change announcement in the kitchen. So, the kitchen staff can adjust the status change in providing breakfast, lunch or dinner.

In Agas International hotel there is no banquet section, so the banquet activities is handled by the food and beverage services' staffs and food and beverage products' staffs. Beside the staff from these divisions, the staff from the other department also has responsible in banquet event service. The food and beverage services' staffs have duty to set the table and chair used to hold the event. The food and beverage products' staffs have duty to provide and to deliver the food to the place of banquet event. House keeping staffs have duty to prepare the tools that is needed to hold the event. Engineering staffs have duty to prepare the electronic tools that is used in this event.

Every staff in the food and beverage product has important role in the banquet event. When there is information about banquet event that will hold in the hotel, Chef de Partie should order the materials of the menu to the store. After the materials are ready in the store, one of food and beverage staff should take the materials. The cook helper should clean and wash the materials before kitchen chefs cook it. Usually kitchen chefs cook the materials 15 minutes before the banquet event is started. After the all of menus are ready, the food and beverage products' staffs should deliver it to the place where is the banquet event held.

Food and beverage product provide several menus for the guest that can choose the food and beverage by themselves. Several favorite menus that often ordered by the guest are: sweet sour fish, pan fried of tender beef, chicken in the blanket, crab corn soup, asparagus crabmeat soup, and chicken corn soup.

Based on the writer experience as an apprentice in Agas International Hotel for three months, there were about 30 banquet events that were held in this hotel. One of banquet event that was held in this hotel is the order from Q-RAK Company. This company held their meeting in the Mayangsari meeting room. They ordered 40 packs for lunch and coffee break. Lunch is taking place in the restaurant at 12.30pm and also the coffee break is taking place in the restaurant at 03.00pm. Food and beverage product has responsible to provide all of food that was ordered. For lunch which was served in buffet serving, the menus are chicken asparagus soup, sweet sour fish, beef cooks with chili, fried thin rice noodle, plain rice, chips, sauce and fruits cocktail. The coffee break menus are sausage, rice flour pancake and coffee and tea. Besides providing the food for lunch and coffee break, food and beverage products' workers should deliver the food from kitchen to the restaurant and arrange it before the banquet event is held. After the banquet event finished, the food and beverage products' workers should take the rest of the food from the restaurant to the kitchen.

Banquet event service is one of the activities that are important for the hotel. This service gives big profit to the hotel. With 10 until 15 events per month, the hotel will get profit by selling their services. One of services that the hotel can sell through banquet event is food and beverage.

### **F. The Role of Food Product to the Sekar Arum Restaurant**

Restaurant is the place where the guest can enjoy food and beverage in good atmosphere. Sekar Arum Restaurant is a restaurant in Agas International Hotel which provides the best quality of menu and service to the guest. By variation of menus, Sekar Arum Restaurant offers delicacy of food and beverage to the customers. The several menus that can be found in this restaurant are steak, soup, local food and burger. The kinds of steak that are provided by this restaurant are Australian sirloin steak, Australian T-bone steak, minute steak, chicken steak and salmon steak. Chicken steak is the favorite steak in this restaurant. Besides the cheap price, this grilled chicken is very delicious because it is served with mushroom sauce. For the soup, beef oxtail soup is the favorite soup for the guests. Beside oxtail soup there are several soup in this restaurant that are asparagus crabmeat, chicken corn soup, tom yam kung or hot and sour soup with mushroom sauce. The other menus that are provided in this restaurant are seafood or chicken fried rice, fried noodle, sweet sour fish, deep fried vegetable and seafood, salad Solo, assorted vegetables with peanut sauce, Agas spring roll, chicken curry, fried chicken, beef oyster sauce, fried bean curd with assorted vegetable and seafood, club sandwich, chicken sandwich, hamburger and spaghetti. For the dessert, the restaurant provides several menus such as, mixed ice cream, banana split, vanilla delight, mixed fresh fruits and milk shake. The customer also can order several kinds of juices in this restaurant that are orange juice, tomato juice, pineapple juice, avocado juice and water melon juice.



Food and beverage product has responsible to prepare produce breakfast menu in restaurant everyday and the menus is served in buffet setting. The examples of breakfast menu in restaurant are: fried rice, bread, crispy fried chicken, chicken porridge, chicken corn soup, jack fruit coconut milk, red chili egg, coffee or tea, juice and fruits. Beside the menu provided in the restaurant, the guest also can order the other breakfast menus that are fried, boiled, scrambled or poached eggs served with toast, omelet, fried rice, chicken porridge, breakfast basket, French toast and pancake.

In order to make Sekar Arum Restaurant successful there should be good cooperation between Food and beverage Product and Food and beverage Service. Food and beverage product has important role to produce food or beverage ordered by guests in restaurant. They have duty to check the materials of food prepare the materials and make sure that the foods are safe, clean, and delicious to be consumed.

Beside Sekar Arum Restaurant, food and beverage product also provides several menus especially snacks for coffee shop and Langen Harjo swimming pool. The various of snacks that are produced by Food Product are Agas spring roll, fried banana, banana roasted, bread cheese roasted, bread chocolate roasted, hot dog, hamburger, French fries, croquette. The beverage provided by food product for coffee shop and Langen Harjo swimming pool are coffee, tea, pineapple juice, melon juice, avocado juice, star fruit juice, fresh orange juice, tomato juice, milk shake and many kinds of soft drink.

In the weekend, Langen Harjo swimming pool is always full of guests. The employees of food and beverage department should work harder because usually there are many orders from the guest. In the afternoon, the guest can order several fresh juices which can quench their thirst after swimming and also they can order snacks such as, hamburger, club sandwich, chicken sandwich and hot dog. For the guest who is hungry after swimming they can order the menu from the restaurant such as, fried rice, fried chicken, oxtail soup, spaghetti and many kinds of steaks.

Food and beverage product is one of division that is very busy because there are many activities that should be done by the food and beverage products' workers. For the restaurant, food and beverage products' workers have responsibility to provide every food and beverage that is ordered by the guests. They also provide food for the guests in the pool. Beside provide food for restaurant and pool, they also have responsibility to serve the guests in banquet event.

## **CHAPTER IV**

### **CONCLUSION AND SUGGESTION**

#### **A. Conclusion**

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

Food and Beverage product is one of divisions of Food and Beverage department which have important role to provide all kind of food and beverage for the guest in hotel. Food and Beverage product division has big section called kitchen. This section is led by Chef De Partie which has responsible to manage all staff in the kitchen and the quality of food and beverage. Chef de Partie of kitchen has to do some daily job list, those are:

1. Checking the present list of his staff.
2. Giving daily briefing to his staff.
3. Checking today's menu and prepares the materials.
4. Checking the cleanliness of room sanitation and utensils.
5. Making a store room requisitions to fulfill the needs of materials in kitchen.
6. Handling the complaint from the guest.
7. Checking the standard of taste, food appearance and portion.
8. Making report and evaluation of today's work.
9. Making the schedule for his staff.
10. Giving confirmation about breakfast menu for next day.

Food and beverage department is one of most important departments in hotel because this department gives big income for the hotel after the rent of the room. This department can be divided into two divisions that are Food and Beverage Product and Food and Beverage Service. They have duty and responsibility to produce and sell the product of this department. Food and Beverage product has important role as food and beverage provider for the guest in hotel.

This division provides all kind of food and beverage including breakfast, lunch, dinner and coffee break for banquet event. Because there is no banquet section in Agas international hotel, the role of food and beverage product to the banquet event is very important. Besides providing food, food and beverage product staff should deliver and arrange the food. Good coordination between food and beverage product and food and beverage service is very important. Food and beverage service should confirm food products' staff about kinds of food and beverage, the number of the guest, the time of banquet event and the serving style. The accurate information is very important to for the food product staff to prepare the menu.

Food and beverage product also has important role for Sekar Arum Restaurant, the only restaurant in the Agas International Hotel Solo. Food beverage product has to provide various foods for breakfast, lunch and dinner. Agas International Hotel is the type of continental plan hotel so the breakfast is free. The restaurant provides various menus of Traditional food and International food. The menus that can be found in this restaurant are: Javanese fried Rice,

mixed meat roasted, tempura, fried oxtail soup, oxtail soup, fried noodle, Sirloin steak, Tenderloin steak, French toast, minute steak, salmon steak, chicken sandwich, chicken in the blanket, spaghetti, chicken corn soup, mixed ice cream. Beside Sekar Arum Restaurant, they also provide food that is ordered by the guests in the Langen Harjo swimming pool.

### **B. Suggestion**

After observing for three months in Agas International Hotel Solo, the writer would like to give some suggestions to increase the service quality in Agas International Hotel.

1. Food and Beverage Product should make new kinds of food and beverage or make new variation of the food and beverage in order to attract the guest.
2. Food and beverage department should add more employees especially in the kitchen section to make the operation of this section more effective.
3. The hotel should add the equipment in the kitchen in order to quicken the kitchen operation.

## BIBLIOGRAPHY

### A. Books

Bartono, *Hotel Training yang Efektif*. Yogyakarta: Penerbit Andi Yogyakarta, 2005

Soekresno, *Manajemen Food And Beverage Service*. Jakarta: PT. Gramedia Pustaka Utama, 2000

Sulastyono, A, *Manajemen Penyelenggaraan Hotel*. Bandung: CV. Alfabeta, 1999

### B. Handbook

Sunyoto. 2007. Hotel Information

### C. Websites

“Research Department of the Carribean Tourism Organization”. Hotel Classification System. [http://www.onecaribbean.org/content/files/hotelclassification\(1\).pdf](http://www.onecaribbean.org/content/files/hotelclassification(1).pdf) (Accessed July 28, 2009)

“abhijeet\_3256”. Classification of Hotel. [http:// hotel-industry.learnhub.com/.../8842-classification-of-hotels](http://hotel-industry.learnhub.com/.../8842-classification-of-hotels) (Accessed July 28, 2009)

“KonX”. Pengenalan Dapur. [http:// ilmuperhotelangratis.blogspot.com/.../pengenalan-dapur\\_07.html](http://ilmuperhotelangratis.blogspot.com/.../pengenalan-dapur_07.html) (Accessed July 28, 2009)