

**THE JOB DESCRIPTION OF A WAITER IN RATU RATIH
CAFÉ AT HOTEL SAHID JAYA SOLO**



FINAL PROJECT

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

**By:
Veris Bharata Yudha
C9306093**

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APPROVAL OF SUPERVISOR

**Approved to be examined before the Board of Examiners,
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Sebelas Maret University**

Final Project Report:

**THE JOB DESCRIPTION OF A WAITER IN RATU RATIH CAFÉ AT HOTEL
SAHID JAYA SOLO**

Name : Veris Bharata Yudha

NIM : C 9306093

Supervisor,

Dr. Tri Wiratno, MA
NIP. 196109141987031091

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

Title : THE JOB DESCRIPTION OF A WAITER IN RATU
RATIH CAFÉ AT SAHID JAYA HOTEL SOLO
Name : Veris Bharata Yudha
NIM : C 9306093
Examination date : 03 February 2010

The Board of Examiners

1. Dra. Susilorini, MA (.....)
Chair Person NIP.196506011992032002
2. Dra. Endang Sri Astuti, MS (.....)
Secretary NIP.195208141981032001
3. Dr. Tri Wiratno, MA (.....)
Main Examiner NIP. 196109141987031091

Faculty of Letters and Fine Arts
Sebelas Maret University
Dean,

Drs. Sudarno, MA
NIP.19530314198506100

MOTTO

...and forgive us our trespasses as we gave those who trespass against us.

....(Our Father)

DEDICATION

I dedicated this final project to:

My Lord Jesus Christ

My beloved mother

My lovely sweetheart

My all crazy friends

My big family

My unforgettable lectures

PREFACE

The writer would like to say the deepest thanks to my Lord Jesus Christ who gives me power, guidance, love and everything in finishing this final project. The writer would like to inform the readers that this Final Project entitled “The Job Description of a Waiter in Ratu Ratih Café at Sahid Jaya Hotel Solo” contains detailed information about the job description of the work management of Ratu Ratih Cafe in Sahid Jaya Hotel Solo. This Final Project is hoped to be useful for the readers who want to learn more about hotelier and the writer would like to express a grant expression of thank to everyone who gives their love, support and motivation during the process accomplishing this report. The writer realizes that this final project is still not good enough, so the writer wants to gets many developed criticisms from the readers. And finally the writer hopes this report will be beneficial for everyone.

Solo, January 2010

The writer

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Solo, January 2010

Veris Bharata Yudha

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ABSTRACT

Veris Bharata Yudha. 2010. The Job Description of a Waiter in Ratu Ratih Café at Sahid Jaya Hotel Solo. English Diploma Program of Letters and Fine Arts. Sebelas Maret University.

This report is based on the job training in Sahid Jaya Hotel Solo. The job training was from 22 April until 22 June 2009. The objectives of the report are to describe the job description of a waiter in Ratu Ratih Café.

A waiter in Ratu Ratih Café has two main duties, first is completing pre set up preparation and second, completing general set up. The pre-set up preparation includes polishing cutleries, cups and goblets water, while general set up includes breakfast set up, diner-lunch set up and handling the guest. To give good service to the guest requires good performance and style. Guest's satisfaction indicates the quality of service from waiters.

THE JOB DESCRIPTION OF A WAITER IN RATU RATIH CAFÉ AT SAHID JAYA HOTEL SOLO

Veris Bharata Yudha¹
Dr. Tri Wiratno, MA²

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¹ Mahasiswa Jurusan D III Bahasa Inggris dengan NIM C 9306093

² Dosen Pembimbing

CHAPTER I

INTRODUCTION

A. Background

Solo is the one of heritage cities in this world. It has many historical places and objects, such as Kraton Kasunanan at Mangkunegaran Palace, Masjid Agung at Klewer, Pasar Gede at Jebres, Reco Gladak, Songgobuono, etc. Solo, The Spirit of Java, has various amazing artistic inheritances, for example Keris and Batik. Therefore, it can attract tourist's craving to come and enjoy Solo.

Its conditions need to succor to make the tourist enjoy and feel comfort while staying at Solo. It can be restaurant, hotel, motel, travel agent, money changer, souvenir shop, hospital, etc. Hotel is one part of facilities in supporting of tourism. It is very necessary to help the existence of Solo in expanding itself as The World Heritage City.

Sahid Jaya hotel Solo is one of five stared hotel, which is located in Gajah mada street number 82 Solo. Sahid Jaya Hotel Solo was built in 1965 by Sahid group, which has seventeen hotels spread in Indonesia and abroad. Sahid Jaya Hotel is capable to show The Spirit of Java and symbolize a little Solo to every guest.

Sahid Jaya Hotel Solo has many department which have its role and function that can support one to another. One of the department which has important role in hotel is Food and Beverage department especially food service. This department gives the service to all guests who want to get the best service performance. Whether hotel is good or not, depends on the way of caring guests.

Talking about caring others especially the hotel guests - who usually want to be served comfortably without any reasons even provided complaint before being serviced – motivates the writer to choose this case in writing for completing the final project of English Diploma Program.

The writer is interested to do job training in the Food Service because FB service has extensive responsibility in the way of caring guests. The writer decided to do job training from April until June 2009 in Sahid Jaya Hotel Solo to get English diploma degree. By considering the job description of Food and Beverage service at a hotel, the writer made a final project entitled **“The Job Description of a Waiter in Ratu Ratih Café at Sahid Jaya Hotel Solo”**.

B. Objectives

The objectives of this final project are:

1. to describe the job description as a waiter in Ratu Ratih Café
2. to describe problem and solution occurred at Ratu Ratih Café

C. Benefits

The writer hopes this final project is beneficial for:

1. The Writer

- The writer gets much experience and knowledge about work job description in Ratu Ratih Café at Sahid Jaya Hotel Solo.
- The writer knows how to serve others guest comfortably
- The writer has experience how to manage emotion for keeping cool feeling on servicing others.

2. The Sahid Jaya Hotel Solo

The writer hopes this final project becomes input to the hotel in order to increase the quality of giving service to the guests.

3. The Readers

The readers get information about the job description in Ratu Ratih Cafe at Sahid Jaya Hotel Solo.

CHAPTER II

LITERATURE REVIEW

A. Hotel

A. Definition of Hotel

Hotel is an accommodation which provides room, food and beverage and other facility to the guests.

According to Foster, (1995:124), “*Hotel is a building constructed specifically to provide lodging to travelers with food and beverage on the same premises*”. The first goal to build a hotel is to provide lodging, meals and other facilities to the traveler who want to stay overnight or more in the surrounding area of tourism resort, but as the time goes by hotel is not only use to provide lodging for travelers but also local residence and public.

Grolier Electronic Publishing Inc (1995) states: “*Hotel is a commercial institution which provides lodging, food and beverage and other facilities to the public*”. Indonesian’s government states a statement limiting the criteria 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).

Hotel is a building which commercially organizes and provides many facilities to the guest with the primary goal to gain a profit. In order to gain a great profit, many hotels may increase its products and facilities. Based on the competition of hotel services and facilities, hotel can be classified into star hotel and jasmine hotel.

Star hotel still can be divided into five categories, based on the service 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 of the star hotel is a Five Star Hotel, which has highest level of hotel services and facilities compared with the other.

Jasmine Hotel can be divided into three categories, which are:

1. Jasmine Hotel Level One
2. Jasmine Hotel Level Two
3. Jasmine Hotel Level Three

While in another opinion, Agustinus Darsono (1992: 1) states: *“Hotel is a building which provides rooms for the guest to stay, food and beverage, and other facilities needed and professionally organized to gain a profit.*

Based on the definitions above, the writer concludes that a hotel is a kind of accommodation which provides lodging, food and beverage and other facilities for the public and organized commercially to get profit.

B. Classification of Hotel

Formally, criteria of hotel classification is issued by Government rules, Deparpostel and made by *Dirjen Pariwisata SK: Kep – 22/U/IV/78* for classification a hotel can be observed from some factors which have relation to each other, the factors are:

A. Hotel based on *stars* and the number of room, can be classified into:

a) *One - Star Hotel*

- Providing at least 15 rooms
- Inner bath room
- Room width minimal size is about 26 meters square

b) *Two - Star Hotel*

- Providing at least 20 rooms
- Inner bath room
- 1 suite room
- Room width 22 meters square
- Suit room width 24meters square

c) *Three - Star Hotel*

Providing at least 20 rooms

- 2 suite rooms
- Inner bath room
- Room width 24 meters square
- Suite room width 48 meters square

d) *Four - Star Hotel*

- Providing at least 50 rooms

- 3 suite rooms
- Inner bath room
- Room width 24meters square
- Suite room width 48 meters square

e) *Five - Star Hotel*

- Providing at least 100 rooms
- 4 suite rooms
- Inner bath room
- Room width 26 meters square
- Suite room width 51 meters square

B. Hotel classification based on the location, can be classified into:

a) *City Hotel*

A hotel which is located in a big city. It is usually in a down town.

b) *Resort Hotel*

A hotel which is located near a tourism resort and it is usually separated from a crowded situation

Resort hotel can be divided into five kinds resort, they are:

- Mount Hotel
Hotel which is located in mountain area
- Beach Hotel
Hotel which is located in shore
- Lake Hotel

Hotel which is located in lake side

- Hill Hotel

Hotel which is located in range of hill area

- Forest Hotel

Hotel which is located in protected forest

- c) Suburb Hotel

A hotel which is located in the out – skirts of the city

- d) Urban Hotel

A hotel which is located in village area far from the city

- e) Airport Hotel

Airport and hotel are located in one complex of building

B. Hotel classification based on the plan usage of hotel, can be classified into:

- a) *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 (FAP): Room rate includes breakfast, lunch, and dinner.
- Modified American Plan (MAP): Room rate includes breakfast and lunch or breakfast and dinner.

- b) *Bermuda Plan (BP)*

Room rate includes American breakfast

- c) *European Plan (EP)*

The cost that has to be paid by the guests is for the room rate only, foods and meals are not included.

d) *Continental Plan (CP)*

It is a plan system where the room rate includes continental breakfast.

B. Guest

Guest is the main component in tourist business area. They are the main target of hotel or restaurant, because the number of guests listed in hotel or restaurant indicates its prosperity. Therefore, hotel or restaurant must give the best performance in servicing to the guest.

“A guest is person who deserves the courteous concerned and attentive that can be provided” (Agusnawar, 2004:15) “A guest is a person who spend sometimes at another person’s home in some social activity, as a visit, dinner, or party” (www.dictionary.reference.com/brows/guest). “WTO (World Tourist Organization) divides 2 categories of guest/tourist, domestic tourist and international tourist.

- *Domestic tourist is a tourist who spends at least one night away g\from his normal place or residence, but is still within in century he or she lives.*
- *International tourist is every people who visit the country outside from his country which are motivated by just one or more than one reason without aiming to hire. International tourist is divided in to 2 categories, tourist and excursionist.*

Tourist is every people who visit the country outside from his country which are motivated by just one or more than one reason without aiming to hire and stay at least 24 hours but not more than 6 months. Excursionist is every people who visit the country outside from his country which

are motivated by just one or more than one reason without aiming to hire and stay less than 24 hours without spending the night in their purpose country.

C. Food and Beverage Department

In hotel Food and Beverage divided in to 2 departments, Food and Beverage Product and Food and Beverage Service. FB product known well as kitchen (main kitchen) and FB service known well such as, restaurant, room service, banquet and bar. Food and beverage department duties are producing, supplying and responsible for every food and beverage. It is an independent department who responsible to main department in hotel.

H. Kodyat-Ramaini, (1992) states that Food and Beverage Department can be defined as *a part of a hotel which manage the providing and selling food and drink in a hotel.* 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).

It is very important department in hotel, because the guests not only stay and spend the night but also need some various food and beverage. It operates from morning until night (24 hours), for example they provide breakfast, lunch, dinner, party, and coffee break. This department must execute the guest demand even it is difficult to work out.

D. Ratu Ratih Café

Ratu Ratih Café is a formal restaurant which is located in Sahid Jaya Hotels Solo in the first floor besides the main entrance. It serves many kinds of food and beverage. For example; traditional food includes Nasi Ulam Hotel Sahid Jaya Solo, Nasi Goreng Sahid Jaya Solo, Sate Madura, Timlo Solo, Nasi Liwet Komplit, Sop Buntut Sapi, etc; while eastern food includes Madagaskar Pepper Steak, Sirloin Steak, Scotch Fillet Hemingway, etc. Besides serving those kinds of food and beverage, Ratu Ratih Café can provide a personal order such as tahu goreng, lotek, gado-gado, Arabic food, etc.

Ratu Ratih Café opens for 24 hours of everyday. The guest can visit and taste the food of beverage everytime they want. The main kitchen and café crew work out for 24 hours for preparing the food and beverage which can be ordered everytime. In Ratu Ratih café consists of 4 senior officers, they are; a main leader who called Café Captain, vice Captain Café, 2 senior waiters and some trainees.

There are many reasons why general people especially the guest choose Ratu Ratih café as their choice. Depending on the record of Ratu Ratih café Communication Book there are some reasons:

1. Ratu Ratih Café is a standard 5 star hotel's restaurant.
2. Ratu Ratih café is a comfort place to taste the various food and beverage.
3. Ratu Ratih café provides many kinds of food and beverage which are coming from original Indonesian food and beverage until international food and beverage.
4. Ratu Ratih Café gives good service to the guest in order to make them satisfy.

CHAPTER III

DISCUSSION

A. Short History of Hotel Sahid Jaya Solo

a. History

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

Mr. Sukamdani, as a printing and publishing businessman, often visited 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 8th 1965. At the first time Sahid Hotel had 26 rooms in 3.000 m².

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 star hotel because of the improvement of services' quality from 1993 until 1995. Then, since July 8th 2007 Sahid Raya Hotel Solo has changed into Sahid Jaya Hotel Solo until now, which now becomes to five star hotels.

b. Location

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 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, it is only 1 km. One of many tourist destinations is Klewer, the biggest clothes market center in Central Java which only needs 15 minutes from hotel by car.

c. Facilities

There are 2 five star hotel in Solo, Sahid Jaya Hotel is one of them. The services and facilities of Sahid Jaya Hotel Solo as five star hotel:

• Rooms of Sahid Jaya Hotel Solo

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

i. Superior Room

It is the cheapest room. The room rate is IDR. 490.000,00 per night. There are 96 rooms available and it consists of single bed or double bed, with room amenities of TV set, telephone and private bathroom.

ii. Deluxe Room

Deluxe Room is more expensive than Superior room. The room rate is IDR. 690.000, 00/night. The 20 rooms of the Deluxe have individual bathroom and a large bedroom with sofa.

iii. Executive Suite Room

Executive Suite room is more expensive than Deluxe room. The room rate is IDR. 990.000, 00/night. These 23 rooms offer more luxurious benefit to the customer with its separate living and bedroom and separate shower and bathroom.

iv. President Suite

President Suite room is the most expensive room in Sahid Jaya Hotel Solo. The room rate is IDR. 3.900.000, 00/night. It is like an apartment which several rooms inside. President suite provides a large bedroom, a spacious living room which distinguish room for working and accepting visitors.

- **Food and Beverage Sections**

- i. Ratu Ratih Café Shop

- Ratu Ratih Café Shop opens for 24 hours. It offers daily special menu: Monday (Rawon Dengkul), a beef bone soup cooked with special spices. Tuesday (Nasi Liwet Sahid), rice cooked with coconut milk and served with vegetables. Wednesday (Sate Buntel), lambs mince satay. Thursday (Ayam Panggang Taliwang), a roasted chicken cooked with special Balinese spices. Friday (Nasi Timbel), a special rice served in banana leaf accompanied by some fresh

vegetables and chili sauce and Saturday (Ulam Sari), a roasted chicken cooked with special spices ala Sahid Jaya Hotel Solo, Sunday (Sup Konro) a traditional beef soup from Makasar city. Ratu Ratih Café has capacities of 90 seats.

ii. 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 program, they call it Koes Plus Nite. It is performed every Friday from 09.00 pm to 12.00 pm. There is a group band which sings the beautiful songs of Koes Plus brothers. Another program of Sekar Jagad pub is Happy Hours Karaoke every day from 05.00 pm to 08.00 pm.

iii. 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, Ice Cream cake and other cakes.

iv. Kitchen

Kitchen is a place for producing and processing all food and beverage before servicing to the guests. Kitchen has executive chef as a leader in kitchen management and he also helped by co-chef and chefs. Every section in hotels especially food and beverage

department grab the stocks of food and beverage from kitchen and supply to restaurant, café, bar and room service.

- **Meeting Room**

Other facilities in Sahid Jaya Hotel Solo are **Sukoharjo functional room**. This multifunction room has a dimension of 21 m x 11 m which can be arranged into styles depending on the request, such as class room (130 person), theatre (120 persons), restaurant (200 persons), cocktail (225 persons)

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 depend on the occasion whether it is for seminar or conference (225 persons), theatre or parties (400 persons), restaurants (225 persons) or cocktail style (600 persons).

- **Melati Salon**

Melati Salon will provide many services such as cream bath, make up, hair arrangement and barbershop.

- **Laundry and Dry Cleaning**

Laundry and Dry Cleaning service open 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 gives discount 10% for minimum laundry 10 pieces, 15% minimum of 20 pieces and 20% minimum 30 pieces. It provides service to laundry clothes, blanket, curtain, vitrage, bed cover, doll etc.

- **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.

- 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, tae bo, stretching, weight loss/gain program and fitness.

- Arcade

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

- Business Center

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

- 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.

- Money Changer

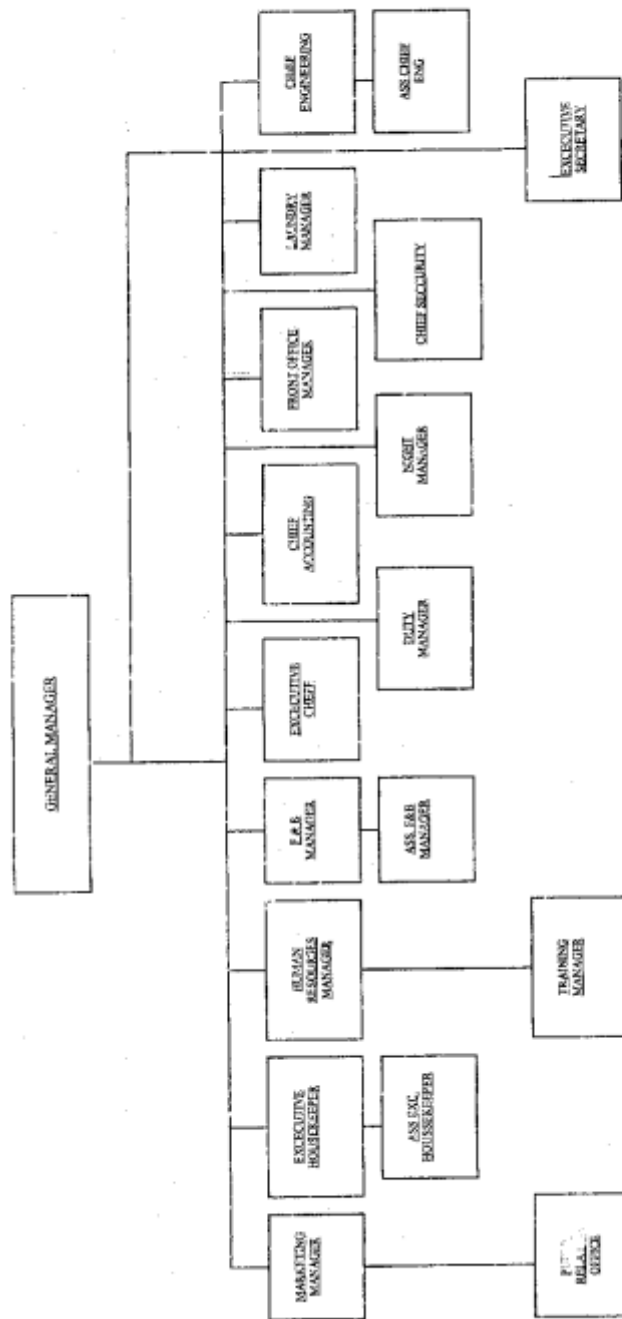
Sahid Jaya Hotel Solo also provides a money changer center which can be used by the guests to exchange currency

B. Ratu Ratih Cafe

Pic.1

Hotel Structural

5. The Organization Chart of Sahid Jaya Hotel Solo



Source: Executive Office Sahid Jaya Hotel Solo

1. Food and Beverage Manager (FBM)

The responsibilities of an FBM are to manage all things about producing and servicing foods & beverages in the hotel. FBM also manage some occasional events in the hotel.

2. Food and Beverage Assistant Manager

The responsibility of a Food and Beverage Assistant Manager is to help the FBM in doing his job. At Sahid Jaya Hotel Solo, Food and Beverage Assistant Manager is also having a role as Banquet Coordinator.

3. Café Coordinator

The responsibilities of a Cafe Coordinator are to coordinate and to handle all things in arranging the cafe for the guests or anyone who holds meeting or several events in a hotel especially at Ratu Ratih Cafe.

4. Café Captain

Cafe Captain has responsibility for directing the waiter when handling events. He also recognized as supervisor who serves the guest in special action, such as: taking order or wine service. Cafe Captain also sets up the café depend on the needs, for exempling; setting up breakfast, lunch and dinner. Checking the crew uniform and wholeness properties before running up the activity is crucial café captain duties.

5. Waiters

Waiters or waitress is a café crew who helps café captain in order to service the guests while they get break bread in café. He or she can replace the position of café captain when the captain goes out. The difference between waiters and captain is their duties. Waiter sets up the table, fork, spoon and table cloth for specific purpose. And the captain's duties are supervising and controlling everything to get done.

C. Job Description of Waiters in Ratu Ratih Café

There are many duties and big responsibilities as a waiter in hotel, especially in Hotel Sahid Jaya Solo. A little mistake will bring a fatal issue. Waiter has to follow captain's instruction to make everything goes well. So every command must be done clearly to support each others because one sections related to other sections.

Food and beverage service especially restaurant/café has a routine schedule to work out. From morning all café crew get the breakfast ready at least 06.00 am, and take care the guest as long as they eat up. In that moment the waiter controls, notices and gives any help to every guest in order to make them satisfy. For example, when a guest's goblet is no longer fulfilled by water, the waiter must be responsive to come and refill with the new fresh water. Another example is when the plate and cutleries finished, the waiter should come and take it away from the table of the guests.

Example above is basic little things has to be done by the waiters.

a. Pre-set up preparation

Before doing set up for breakfast or lunch or dinner the café crew have to prepare all properties which is necessary needed, such as; cutleries, plate, place mate, table cloth, cup, goblet, etc. It has any differences set up and properties between breakfast, lunch and dinner, because set up plan is totally difference each others.

- polishing

At the morning breakfast is a definitely activity. The properties must be prepared are: desert spoon, desert fork, desert knife, desert plate, place mate, cup-saucer, tea spoon, sugar and vase. Those properties have to be placed on the table before the guests come, except desert plate. Before placing at the table, they need to be polished in preparation room especially cup, goblet water and cutleries (spoon, fork and knife). Its place is behind Ratu Ratih Café, besides of main kitchen.

There is a special method in polishing those all.

For cutleries, they have to be placed and immersed in container which is fulfilled by hot water which is mixed with lime water. It needs to keep warm at least 10 minutes. After it goes for 10 minutes, raise them up in to dry place and polish them with clean napkin. Finishing polishing, the waiter has to check the polished cutleries and not allowed one spot of dirt, even just a little spot.

For goblets water, they need to be swamped on container which is containing of hot water mixed by lime water. The lips of goblet water put on bottom of container and let the hot water steams the goblet for at least 5minutes. Straight it up after 5 minutes goes on. The waiter has to put those goblets water in to dry place then polish and check them up until no spot of dirt.

For cups, they need to be polished with difference way than others. Polishing cups is an easy way to get done because they do not require mixed hot lime water. The waiter just polishes them with clean warm napkin. Before restocking the cups at the drawer, the waiter must check them up. If broken being found the cup or permanently dirt spot find out, those cups do not allowed using.

Having polished the cups, the waiter must restock them in the drawer. It is easily done because cutleries, cups and goblets water have their own place inside the drawer. It is really properly placed.

b. General set up

Room set up is an activity when all café crew do their own duties in order to prepare the café (including table set up and room set up) before using for certain purpose, such as; meeting, coffee break, breakfast, dinner and lunch. This room has different set up one to another; breakfast set up is totally different than dinner and lunch, for example, Ratu Ratih café usually prepared for breakfast, lunch, dinner, coffee break or personal guest.

- Breakfast set up

At the morning Ratu Ratih cafe uses desert plate, desert knife, desert spoon, desert fork, red napkin, cup-saucer and tea spoon, sugar, place mate and vase. They are placed orderly on the table. A table can be used for 4 persons.

Ratu Ratih Café usually provides tops main menu for breakfast; they are rice, fried rice, porridge, salad, noodle, omelet, fruit, juice, coffee-tea and bread. Sometimes, those all are combined by various menus produced by main kitchen, for

example gurami bakar, opor ayam, sapi panggang, sayur asem, Chinese food, Javanese food, etc.

- Dinner and lunch set up

Dinner or lunch set up is totally different than breakfast, but dinner set up is same with lunch set up. Dinner/lunch set up uses dinner plate, dinner spoon, dinner fork, dinner knife, goblet water, table cloth and red napkin. Those are placed on the table orderly, a table for 4 persons. If the event or meeting held on café, it needs large number of bowls, saucers, teas spoons, show plate, etc.

If Ratu Ratih Café used for dinner or lunch, it provides many kinds of multifarious foods, for example; main course: rice, noodle, ayam goreng Bali, pepes ikan laut, gurami kecap pedas, etc - desert: fruits, pudding and cocktail. All various food is not a pattern menu, it can be variegated by main kitchen depend on guests order.

If there is no meeting or even, café just only opens and provides for personal guest.

Dinner and lunch meeting is not daily activity, it is just when the order comes up.

There are no difference duties between café captain and waiter.

To set up the table and the room/café actually is not only waiter's duties. But it is teams work. Captain Café can also help the waiter.

- Handling the guest

To make the guest satisfy is the main target of all sections in tourism bussines, especially hotel business area. Hotels try to compete one to others giving their best service to the guest.

Hotel Sahid Jaya Solo tries out to service the guest as well as possible in every section. From front office until housekeeping brings satisfy and comfortable atmosphere for the guest who stay or just visit the hotel. In food and beverage service sections gives the best performance of taking care the guest is very crucial thing.

In Ratu Ratih Café, all the crew has obligation to give the best performance in taking care the guest, from the moment they set foot in the café until the moment they leave it.

The waiter must stay in the front of café in order to wait up the guest who likely comes. While the guest is entering Ratu Ratih Café the waiter starts his service performance. At the first time he lets the guest find their own table/seats and helps the guest to seat and enjoy the situation. And then, he comes to the guest and gives some helps by offering menu. Waiting up until the guest makes a decision to order and then the waiter writes down or takes a note in to *captain order* or blank note. Usually, when the guest is an important person such as govern official or general manager, captain café will serve him/her.

After getting order from the guest the waiter runs to main kitchen and gives it to be processed as soon as possible. Maximum 10 minutes, the order can be served to the guest. The waiter takes the food and beverage from main kitchen and serves it as well as possible. While waiting up the guest finishes his food the waiter must leave him up and let him enjoy it. Leaving the guest while eating is a must, but the waiter still keeps his eye on the guest to be one step ahead when the guest needs any helps.

When the guest has finished their food, the waiter will come toward him/her in perfect timing. The waiter must take the plate, spoon, fork, knife, etc in a short

moment with skilful action. Skilful abilities are necessary needed if the guest more than 1 person. It is because the waiter must take many of plates, spoons, forks, etc in one moment-one person-one hand. The way in taking care the guest and removing their properties from the table is called *clear up*.

D. Problem and Solution of a Trainee

A trainee in Ratu Ratih Café requires skilful abilities to service the guest. This special skill is usually learned in SMK (Sekolah Menengah Kejuruan). It teaches various performances as hoteliers, from food and beverage until front office. But in university, especially in English Diploma of Sebelas Maret University does not teach the hotelier's skills and abilities. So the writer found many troubles and problems when doing the first duty of a waiter in Ratu Ratih Café.

The activities require special skills and abilities are; serving the guest, clearing up, polishing, and setting up table and room. Serving the guest is an activity which is needed professional performance by giving good style in servicing, greeting, handling the guest and making good communication. The writer got difficulties when handling the guest and giving good style in servicing, because the writer did not be given practical skills before facing the real activity. Considering this situation, captain café and senior waiter teach the writer in short moment how to make good communication, be good performance and handle the guest.

Clear up is an activity which is requires skillful abilities combining with power. Sometimes, it can be the hardest activity. A little error will bring a fatal causatum. The writer got the most difficult problems and troubles while doing clear up. It is because; the waiter has to

bring a great number of plates, spoons and forks in one hand. A left hand hold up the plate and cutleries and the right hand take up every properties from the guest's table. The same thing will be applied while clear up the cups and goblets water. One hand brings many properties and the other hand clears up the table. The captain café understands that the lack of skill and ability is a big problem to stat job training. So one day before facing the real activities, he trains the writer in closed room and gives many tutorials in completing that skill in short time. It was very difficult and hard to do because the writer forced to master this skill in very short time. The writer has to follow all captain commands and practice it in real moment by facing the guest.

Many mistakes happened while doing the first job as a waiter in Ratu Ratih café, such as; broke the plat, cup, vase, goblets water. But the writer got no any penalties for doing that. The one and only solution in reducing mistakes is practicing every time without any fear.

CHAPTER IV

CONCLUSION AND SUGGESTION

A. Conclusion

Based on the explanation in last chapter, the writer concludes:

Ratu Ratih Café is one of important icons in Food and beverage division at Sahid Jaya Hotel Solo. It provides many facilities in aiming satisfy of tasting the foods and beverages which are originally served out from the hotel. This café can provide all kind of guest demand, personal guest or guest in group. Personal group usually comes from foreign guest, for example: guest from Africa, Scotland, India, Japan, Australia, German and France. While guest in group comes from Depdiknas, IDI, Deptan, Depag, Departemen Perikanan dan Kelautan, Dikti, Dephub, etc. Ratu Ratih Café needs best efficacy in working as a good team.

The waiter has to do all of their duties in order to help the captain's café preparing the café as well as possible. The captain café has to control and supervise all the cafe crew in reaching the goal as a good place to receive satisfaction from Sahid Jaya Hotel Solo, especially Ratu Ratih Café.

Sometimes when the hotel has a special program such as ox-tail Sahid Jaya or Sahid Langen Boga, Ratu Ratih Café becomes the special place to provide it.

The waiter is prosecuted to serve as well as possible while working at Ratu Ratih Café. Discipline in working, style and performance are the main factors to be a waiter in Ratu Ratih Café. For example, polishing is a simple activity to get done, but if it is not finished thoroughly, the waiter will get penalty from café captain or the worst, a complaint from the guest. A complaint from the guest will bring a fatal causatum to Ratu Ratih Café, generally for the hotel. A little human error will imply sequence trouble in the hotel.

The waiter has double functions as a server at Ratu Ratih Café. First is a single man who must prepare all the things needed for set-up and taking care the guest. Those are polishing, preparing and restocking properties. The second are serving the guest in area of Ratu Ratih Café, such as serving or clearing up. Both of them require altitudinous consciousness.

There are some duties which are out from formal job description list and those are a must to get done by the waiter, for example; checking all the displayed food, refilling the condiments (*for omelet and porridge*), taking bread in pastry, asking to main kitchen for checking up the food, overwhelming the preparation room. Those all belong to another sections, such as main kitchen, pastry and housekeeping.

B. Suggestion

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

1. Working out as a waiter in Ratu Ratih café requires great concentrate and power. To balance this demand, food and beverage department especially service section has to think to recruit new members. It is necessary needed considering the condition of Ratu Ratih Café while loaded by the guest. The new members can be classified for

some purposes, handling pre-set up preparation in preparation room and handling all activities in café area. Sometimes a waiter and a captain are prosecuted to finish all duties. It is too difficult and hard to do even finish well.

2. The guest is the most important target. No matter what they are doing or who they are, guest is a king. So they need to put in top of priority. But sometimes, some official workers break bread in Ratu Ratih café and become the most important “*guest*”. It is not on the wrong track but it is a strange phenomenon. The official workers should “*work together*” in one framework, to give the best servicing for the entire guest, without exception. Understanding and helping each others will create a good atmosphere for working out.

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