

**THE COOKS' FUNCTION TO
THE BANQUET EVENT AND RATU RATIH COFFEE SHOP
AT SAHID JAYA HOTEL SOLO**



FINAL PROJECT

**Submitted as a partial requirements to obtaining a degree
In The English Diploma Program, Faculty of Letters and Fine Arts,
Sebelas Maret University**

by

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Final Project Report:

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COFFEE SHOP AT SAHID JAYA HOTEL SOLO**

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PREFACE

On this special occasion, I would like to say the deepest thanks to Allah SWT who has given me power, spirit, and everything in finishing this Final Project entitled “**The Cooks' Function to The Banquet Event and Ratu Ratih Coffee Shop at Sahid Jaya Hotel Solo**” contains detailed information about the job description of a Cook, the function of a Cook for the banquet event which is held in the hotel and also explain the functions of the cook to *Ratu Ratih* Coffee Shop. This Final Project is hoped to be useful for the readers who want to learn more about hotelier and I would like to express a grant expression of thank to everyone who gives their love, support and motivation during the process accomplishing this report. I realizes that this Final Project is still far from being perfect, so I welcome any criticisms from the readers for the improvement of this Final Project.

Sukoharjo, 2 February 2010

Ibnu Saleh Adityawarman

MOTTOES

- ✓ **GOD IS THE BEST FOR YOU TO SHARE EVERYTHING AND PRAY ANYTHING.**
- ✓ **DON'T EVER THINK THAT GOD WAS UNFAIR, BECAUSE GOD KNOWS WHAT IS THE BEST FOR US.**
- ✓ **DON'T LOOK BACK IN ANGER.**
- ✓ **IT'S NEVER LATE TO LEARN**
- ✓ **STARTS YOUR DAY WITH "BISMILLAH" (*Dengan Menyebut Nama ALLAH SWT*)**

DEDICATION

This Final Project Dedicated for:

- 1) My beloved Mom.....
- 2) My beloved Mom.....
- 3) My beloved Mom.....
- 4) All of my family.....

ACKNOWLEDGMENT

First of all I would like to thanks to Allah 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 Diploma degree in English Diploma Program, Letters and Fine Arts Faculty, Sebelas Maret University.

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7. My little sister “**Sabraida**”....I love u *de'*.
8. Sahid Jaya Kitchen Squad: Chef Wahyu, Chef Eko, Chef Nugroho, Chef Aminan, Chef John, Mas Bule, Mas Danang, Mas Heri, Mas Priyo, Mas Nopi

Thanks for the gorgeous time.

9. My beloved best friends.....*Blegadzul* feat Otha', Febri, Ridjang, *Mba'* Ekie
(thanks for the NoteBook.....he4x) thanks for all the happiness and sadness
we've shared together and thanks for all the craziest things that we've done
together.....If I may ask GOD, I want to ask our friendship will be last until
forever...
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Sukoharjo, 2nd February 2010

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ABSTRACT

IBNU SALEH ADITYAWARMAN. 2010. The Effective Cooks' Contribution to The Banquete Event and Ratu Ratih Coffee Shop at Sahid Jaya Hotel Solo.
English Diploma Program of Letters and Fine Arts Faculty, Sebelas Maret University.

Hotel is one of crucial factors to the development of tourism field. So many ways are done to increase the facilities and services in the hotel to meet customer's satisfaction. One of the efforts is maintaining Food and Beverage well to attract the guests. Food and Beverage Department has an important responsibility to maintain food and beverage service and product. Food and Beverage Department has many subdivisions responsible for maintaining each division duties. One of the divisions is Food and Beverage Product (Kitchen). This Division is responsible for producing and providing food and beverage products for the guests. Food and Beverage Product has many functions to the other department and outlet. This final project has purposes to find out the function of Food and Beverage Product division, to describe the job description of a cook and its contribution for Banquet events and *Ratu Ratih* Coffee Shop in Sahid Jaya Hotel Solo.

A cook has daily job to prepare all of the food and beverage products for the guest's order and events. There are several jobs of a cook, such as providing and producing foods for daily breakfast, lunch and dinner, menu planning, costing, making a store room requisitions, and checking orders from other sections or outlets. Food and Beverage Product division also has crucial relations with another department or division, such as Banquet and Restaurant. Food and Beverage Product Division is the major food and beverage provider for Banquet events; here a cook has to prepare all the food and beverage into serving style ordered by the guests. Meanwhile, a cook also has responsibility to produce many kinds of food and beverage ordered by the guest in the restaurant and prepare new menu for food promo.

TABLE OF CONTENTS

APPROVAL OF CONSULTANT.....	II
APPROVAL OF BOARD EXAMINERS.....	III
PREFACE.....	IV
MOTTOES.....	V
ACKNOWLEDGMENT	VI
ABSTRACT.....	VIII
TABLE OF CONTENTS.....	IX
CHAPTER I: INTRODUCTION	
A. Background.....	1
B. Objectives.....	2
C. Benefits.....	2
CHAPTER II: LITERATURE REVIEW	
A Hotel definition.....	4
B. Hotel Classification.....	5
C. Food and Beverage Department.....	6
D. Kitchen Division.....	7
E. Banquet.....	8
CHAPTER III: DISCUSSION	
A. Short history of Sahid Jaya Hotel Solo.....	9
B. General description of Sahid Jaya Hotel Solo.....	11
C. The Job description of The Cook.....	15
D. The functions of The Cook to the Banquet event.....	17
E. The functions of The Cook to Ratu Ratih Coffee Shop.....	18

CHAPTER IV: CONCLUSION AND SUGGESTION

A. Conclusion.....21
B. Suggestion.....24

BIBLIOGRAPHY

APPENDICES

CHAPTER I

INTRODUCTION

A. Background

Tourism in Indonesia is one of promising fields which provides so many benefits. Both the government and investors try to improve the quality of tourism to be better than before, in order to increase the income and also to get more visitors. Now, tourism becomes the biggest field which gives much income for Indonesia, so many investors try many ways to develop tourism field.

One of the efforts which are done by the investor is by building a hotel. Hotel is one of the most important factors in tourism development. Hotel provides an accommodation service for the visitors who want to stay overnight or more in the surrounding of tourism resort. Hotel industry develops rapidly as quickly as modernization and industrialization in the other fields. Therefore, hotel industry has to increase its professionalism in order to get the customer satisfaction.

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

Sahid Jaya Hotel Solo is a five-star hotel in Solo which gives good service to its customers, because the guest satisfaction is the priority of this hotel. Therefore, this hotel always tries something new to fulfill the guests need.

There are many departments in hotel with its duties and responsibilities. The main departments in Sahid Jaya Hotel Solo are Front Office Department, Housekeeping Department, Food and Beverage Department, HRD Department,

and Accounting Department.

The Food and Beverage Department has duties in producing, serving and selling food and beverages to the guests in the hotel. One of the most important divisions in this department is food and beverage product division. This division has the main function as a major supplier for all kinds of food and beverage to the hotel. The process of making food and beverage needs professional skill and carefulness.

By considering the important role and contribution of food and beverage division at a hotel, the writer made a final project entitled *“The Cooks' Function to the Banquet Event and Ratu Ratih Coffee Shop at Sahid Jaya Hotel Solo”*.

B. Objectives

The objectives of this final project are:

1. To describe the job description of Food and Beverage cook in Sahid Jaya Hotel Solo.
2. To explain the Function of Cook to the Banquet Event and *Ratu Ratih* Coffee Shop at Sahid Jaya Hotel Solo.

C. Benefit

The writer hopes this final project can give several benefits to the students of Diploma III English Program, the hotel, and the readers.

1. To the students of the Diploma III English Program

The writer hopes this final report will be a reference to make a

report and can give an overview about hotelier. Besides, the writer hopes this final project could be an explanation how the employee of a hotel works, so it can be an additional knowledge to the students to prepare them to face the job field.

2. To the hotel

The writer hopes this final project could be an input to the hotel in order to increase the quality of service and always try to meet the guest needs. This final project also can be one of a promotion media, because many people may read this final project and then know about the hotel and its facilities.

3. To the readers

The writer hopes this final project will give more knowledge about hotelier industry particularly about food and beverage product division. The writer also hopes, by reading this final project the readers know how important the food and beverage product division is. The readers will know how the job description of food and beverage chef and the function of food and beverage product division are.

CHAPTER II

REFERENCES REVIEW

A. Hotel

Hotel is an accommodation which provides room, food and beverage and many other facilities 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 wants to stay overnight or a longer stay in the surrounding area of a tourism resort, but as the time goes by, hotel is not only used 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 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” (*Hotel adalah suatu jenis akomodasi yang mempergunakan sebagian atau seluruh bangunan untuk menyediakan jasa pelayanan penginapan, makanan dan minuman serta jasa lainnya untuk umum, yang dikelola secara komersial serta*

memenuhi persyaratan yang ditetapkan dalam keputusan pemerintah)

(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.

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. Hotel Classification

Hotel as a whole accommodation for the guest has some categories such as:

- Hotel classification based on the plan usage of hotel, is divided into four parts, those are:

1. European plan

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

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

2. American plan

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

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

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

3. Continental Plan

A plan system where the room rates are includes a continental breakfast.

4. Bermuda Plan

A hotel plan system where the room rate includes one American breakfast.

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

1. City Hotel

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

2. Cottage

A small lodging which is located near a mountain (usually) or located in the middle of a natural environment and the constructions are consist of a few little houses in the surrounding area. It is simple but it can be a comfortable lodging.

3. Beach Hotel

A huge hotel which located at the edge of the beach.

4. Resort Hotel

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

C. Food and Beverage Department

In general, Food and Beverage Department is a part of a hotel that manages foods and beverages. While in specific, Food and Beverage Department is a department which manages all of the food and beverage production and services for the guests.

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

According to Bartono, (1991:30), defines that:

“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”.

Food and Beverage Department is a big Department which becomes the second profit source to a hotel. This department is responsible for any kind of food and beverage services and products. This department is also responsible to make its products and services become better and more interesting to the guest, in order to attract new customers.

D. Kitchen

Kitchen can be defined as a room or some other space full filled with complete facilities for cooking and eating.

According to Webster, *The Third New International Dictionary*, “Kitchen is a room or some other space (as a will or separate building) with facilities for cooking.

Primarily kitchen has a definition as a room or space for cooking. A good kitchen is a room or space in a building separate from natural environment. It is separated from natural environment to keep foods from dust and insects.

While in another definitions:

“Kitchen, at least in the western view of the word, is a room or part of a room (sometimes called “kitchen area” or in modern times in the USA “kitchenette”) used for food preparation including cooking and sometimes also for eating and entertaining guests, if the kitchen is large enough and to be used that way” <http://en.wikipedia.org/wiki/encyclopedia/article>

In modern era, kitchen is not just used for cooking preparation but sometimes also for eating and entertaining the guests.

Bartono. (2005: 62) states that: “Kitchen is the big section in a hotel which is responsible for Food & Beverage production. The head of kitchen section is Executive Chef who is responsible to the kitchen operational. To assist the Executive Chef, he assigned some *Chef De Partie*.

Based on the definitions above, the writer can conclude that kitchen in a hotel is a section to produce food and beverage and sometimes for eating or even entertaining the guests. The head of this section is executive chef, and to assist the

executive chef to maintain the kitchen operational, he is assigned by several *chef de partie* who are responsible to their own division.

Parts or division of kitchen area include cold kitchen (*Gardemager*), Butcher, *Potagier*, *Saucier*, *Poisonier*, Pantry, *Fritures* and Kitchen Store.

E. Banquet

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

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

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

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

1. Formal meals

Such as lunch, meeting, conference, and state banquet event.

2. Buffet reception

Such as cocktail party, wedding party, birthday party, etc.

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

CHAPTER III

DISCUSSION

A. Company Profile of Sahid Jaya Hotel Solo

Sahid Jaya Hotel Solo is one of five stars hotels in Solo. This Hotel combines tradition, culture, and services to offer a new kind of satisfaction. Sahid Jaya Hotel Solo provides room as the primary product, besides selling foods and beverages. Sahid Jaya Hotel Solo tries to give the best services to the guest; the hotel provides many supporting facilities to fulfill guest's needs.

Sahid Jaya Hotel Solo was established in 1965 owner of this hotel is Mr. Sukamdani Sahid Gito Sardjono and Mrs. Juliah Sukamdani. They are the owners of PT Sahid & Co. Between 1961-1962, a piece of land bought from the family of Mr. Wongsonegoro, the former first prime minister of the "old era".

Three years after 1962, the building process of Sahid Sala Hotel was being tested by a lot of problems. It was judged as a product of neo-capitalism, against revolution. Communism became a great danger for the progress of Sahid Sala building process. Not only judged against revolution, the materials to build Sahid Sala hotel are difficult to get, carpenters and bricklayers worked slowly because they were afraid of communism.

Through this terrible condition Mr. and Mrs. Sukamdani were trying to fight against the stumbling-blocks. They do not give up. Believing the destiny GOD gave to them and "no one can succeed without hard working," Mr. and Mrs. Sukamdani continued the project.

That was a short history of Sahid Sala Hotel (Sahid Raya Hotel) and now

became Sahid Jaya Hotel after it changes into a five rated stars Hotel.

Sahid Group has grown and it becomes one of the biggest chain hotels in Indonesia. Starting from Solo (Sahid Jaya Hotel), now it has 18 hotels under the management of Sahid Group. They are:

1. Sahid Jaya Hotel Solo
2. Sahid Jaya Hotel Jakarta
3. Sahid Palace Executive Apartment Jakarta
4. Sahid Jaya Hotel Lippo Cikarang
5. Sahid Raya Hotel Yogyakarta
6. Kusuma Sahid Prince Hotel Solo
7. Sahid Raya Hotel Surabaya
8. Sahid Raya Hotel Bali
9. Sahid Hotel Bandar Lampung
10. Sahid Raya Hotel Pekanbaru
11. Sahid Raya Hotel Medan
12. Sahid Jaya Hotel Makassar
13. Sahid Hotel Toraja, Tana Toraja
14. Sahid Hotel Manado
15. Sahid Kawanua Hotel Manado
16. Sahid Tamara Senggigi Hotel Lombok
17. Sahid Mariat Hotel Sorong
18. Sahid Imara Hotel Palembang

To meet the guest satisfaction, there are a lot of supporting facilities provided by Sahid Jaya Hotel Solo, such as:

1. 140 different types of room, as follows:
 - a) *Moderate* : 96 rooms
 - b) *Superior* : 20 rooms
 - c) *Executive Suite* : 23 rooms
 - d) *Presidential Suite* : 1 room
2. Meeting Rooms for: Wedding/Birthday party, Conference, Exhibition, etc.

a) *Pedan Ballroom*

Ballroom size: 18m x 18m x 15m

Facilities:

- > *Restaurant Style*, Max. capacity: 225 persons
- > *Class room Style*, Max. capacity: 225 persons
- > *Theater Style*, Max capacity: 400 persons
- > *Cocktail Party style*, Max. capacity: 600 persons

b) *Sukoharjo Room*

Ballroom Size: 21m x 11m x 2.75m

Facilities:

- > *Restaurant Style*, Max. capacity: 120 persons
- > *Class room Style*, Max. capacity: 130 persons
- > *Theater Style*, Max capacity: 200 persons
- > *Cocktail Party style*, Max. capacity: 225 persons

3. Food and Beverage Service

- a) *Ratu Ratih Coffee Shop*: Located on the first floor next to the lobby of

hotel, open 24 hours offering various kinds of foods such as: Indonesian food, European food, Chinese food, Japanese food, Indians food, and others.

- b) *Sekar Jagad Pub and Cafe*: is a bar which offers a live music performance and various taste of food and also provides alcoholic or non – alcoholic beverage. Open hours: 18.00 pm – 01.00 am.
- c) *Room Service*: Stands by for 24 hours every single day, providing many kinds of menu to the guest who wants to order and eat the food inside the room.
- d) *Bakery and Pastry Shop*: Provides various kind of breads and cakes, it is also accepting orders with a minimum amount of : Rp. 200.000,-

4. Sports Facilities

a) *Gajah Mungkur Swimming Pool*

A beautiful swimming pool completed with Pool bar for the guests who want to order food and beverage while enjoying their activities.

Swimming Pool size: 15m x 12m

Open hours: 06.00 am – 29.00 pm.

b) *Fitness Center*

Providing the guests with exercises for body building, aerobic, and fitness.

Open hours: 06.00 am – 20.00 pm.

5. *Business Center*

6. *Laundry and Dry Cleaning*

7. *Taxi Counter*

8. *Satellite TV / In-House Movies*

9. *Shopping Arcade Area*

The location is on the left of lobby.

Available on this area:

- a) *Drugs Store*
- b) *Travel Agent*
- c) *Money Changer*
- d) *Batik and Gift Shop*

The hotel management is led by a General Manager who has duty to manage hotel operational system through his management crew. A General Manager has a lot of management staff who run for: Human Resources Development Department, Marketing Department, Public Relations Department, Arts Department, Accounting Department, Food and Beverage Department, Housekeeping Department, Front Office Department and Housekeeping Department. Each department is led by a Department Manager, and helped by a Head in the operational system in each division.

Food and Beverage Department managed by a Food and Beverage Manager and helped by three Department Heads in each sub department, they are:

1. Executive Chef

Executive Chef is a Department Head who has responsibility to maintain Food and Beverage Product (Kitchen).

2. Banquet Manager

Banquet Manager is a Department Head who has duty to assist the Food

and Beverage Manager to maintaining Banqueting service in the hotel.

3. Restaurant Manager

Restaurant Manager is a Department Head who has to supervise what restaurant need, how the waiter/waitress work, and assist Food and Beverage Manager is to maintain the restaurant.

B. On the Job Training Activity

My job training daily activity based on work time schedule of Sahid Jaya

Hotel Solo:

1. Morning shift

- Arriving at 07.00 o'clock in the morning.
- Gopng to the coffee shop, cooking many kinds of omelet in front of the guest and also become a watchman for the buffet menu until 10.00 Am.
- Clearing up the entire menu from the coffee shop.
- Checking lunch events and menu.
- Preparing all the materials and ingredients.
- Helping the cook processing all the materials and ingredients.
- Keeping all the cooked food in to Alto Sham.
- At 11.15 am delivering the menu to the Banquet section, and help them to arrange buffet composition.
- Tie break for lunch and pray.
- From 01.00 pm helping the evening shift preparing ingredients for dinner events.

- Helping Banquet section clearing up the buffet menu.
- Producing *canapé* for Sekar Jagad steak & lounge.
- Going home at 15.00 pm.

2. Evening Shift

- Arriving at 15.00 pm.
- Delivering *canapé* to Sekar Jagad steak and lounge.
- Checking dinner events and menu.
- Executing all the ingredients prepared by morning shift trainees.
- Helping cooks and chef cooking dinner menu.
- Keeping cooked menu in to Alto Sham.
- At 05.40 pm delivering Alto Sham to the Banquet section and help they arrange buffet composition.
- At 06.20 pm tie break for dinner and pray.
- From 07.20 preparing the ingredients for Breakfast food stall, and the condiment of omelet.
- Preparing *Wedang Jahe* for orders.
- Clearing up buffet menu.
- Going home at 11.00 pm.

3. Night Shift

- Arriving at 11.00 pm.
- Checking events and menu for tomorrow.
- Preparing ingredients for employee secondary dinner at 01.00 am.

- Helping cooks cooking menu for employees 2nd dinner.
- Delivering the menu to the employee's dining room.
- Preparing all the ingredients for breakfast and lunch.
- Helping cooks cooking breakfast menu.
- Keeping the food into alto Alto Sham.
- Taking a rest until 04.00 am.
- Helping cooks cooking breakfast menu.
- Helping stewards to set the table in coffee shop, and arrange the food composition.
- Delivering the menu to the coffee shop.
- Going home at 07.00 am.

C. The Job Descriptions of Cook

The Food and Beverage Product Division is responsible for Food & Beverage production. The head of The Kitchen division is Executive Chef who is responsible for the kitchen operational. To assist the Executive Chef, he assigns several *Chef De Partie*. After *Chef De Partie*, there is a *Chef De Partie* Assistant, Cook Supervisor/ First Cook, Cook, Cook Assistant, Cook helper, and the last are Apprentice. In Sahid Jaya Hotel Solo, although it was a five stars hotel the kitchen organization belongs to a medium brigade. The members of kitchen brigade in Sahid Jaya Hotel Solo are:

- 1) Executive Chef
- 2) Sous Chef / Executive Chef Assistant
- 3) *Chef De Partie* (C.D.P)

- 4) Cook
- 5) Apprentice
- 6) Bakery

Cooks play an important role in Sahid Jaya Hotel, because the number of employees in the main kitchen is small and they are not only cooking and helping *Chef De Partie*, but they also have to be work smart not only work hard.

The job lists of Sahid Jaya Cook are:

- 1) Arrive on time.
- 2) Take all the assignments from C.D.P and Executive Chef.
- 3) Check the materials stock, to find out which one that has to be added and has to be thrown into the disposal.
- 4) Check today's menu and prepares the materials for the menu.
- 5) Check the order from another sections or outlets.
- 6) Take all the goods in store room based on requisitions from the Executive Chef to fulfill the needs of materials in Main Kitchen division.
- 7) Execute the daily preparation.
- 8) Keep cooked materials.
- 9) Cook today's menu.
- 10) Take care of cooking product.
- 11) Check the room sanitation, utensils, uniforms, etc.
- 12) Deliver the products to the banquet event.
- 13) Being a watchman for buffet lunch, breakfast, or dinner.
- 14) Cook in front of the guest.
- 15) Check the buffet residue which can be reused or recycled.

16) Arrange buffet composition.

In Sahid Jaya Hotel, there are only eleven employee in Main Kitchen division, so they are divided into three shifts, those are morning shift (07.00 am – 03.00 am), evening shift (03.00 am – 11.00 pm), and night shift (11.00 pm – 07.00 am). They can work well and balance each others. Usually a kitchen staff is helped by trainees from different Tourism or Hotelier Academic, so it makes the job in the Main Kitchen easier. All the kitchen staff have one day off after five days in, but if the hotel is in peak season, they do not get one day off or even they have to change their holiday to another day. This system is applied to anticipate the bustle faced by the Hotel when it is full of events or full booked.

D. The Functions of Cook to the Banquet Event

Banquet is a division which works under the Food and Beverage Department and has a main responsibility to maintain an event held in the hotel. The Banquet division has to prepare all the things needed to hold the event as what the guests want including to confirm food and beverage menu from the kitchen staff. There are two kinds of food and beverage serving; they are Buffet Serving and Ready on Plate Serving. Buffet Serving is a kind of service where the foods are already prepared on the buffet table and the guests can choose their favorite foods by themselves or ask the waitress to serve their food. While Ready on Plate serving is a kind of service where all of the foods is set in a plate and ready to be served for each guests.

The example of Banquet events are meeting, seminar, workshop, and training needs a spare time to break, for eating or coffee break. Here, the Main

Kitchen Division has an important role to provide foods and beverages. The food provided by Main Kitchen division depends on what the guest want, and it usually consists of: Soup, Appetizer, Main Course, and Dessert. For example, Lunch Menu:

- > *Yan to foo*
- > *Terik Daging*
- > *Gurame Bakar*
- > *Botok Ayam*
- > *Perkedel Kentang & Daging*
- > *Ca broccoli*
- > *Nasi Putih*
- > *Acar, Kerupuk, Sambal*
- > *Es gempol pleret*
- > *Assorted Jajanan Pasar*
- > *Fresh Fruit Plattera*

Cook plays an important role when a banquet event held, because he is responsible for the food tastes, he must control the food for both quantity and quality to give satisfaction to the guests then gain maximum revenue with a minimum cost, sometimes he can be a buffet runner, filling the empty insert in buffet table.

Especially for dessert and coffee break, these will be handled by Pastry Division. Sometimes, some banquet events have a status change, where the guests want to change the order or want to cancel. Therefore, banquet attendants have to

confirm the banquet status to The Kitchen Division, and make a banquet status change announcement to The Kitchen Division.

E. The Functions of Cook to *Ratu Ratih* Coffee Shop

Restaurant or Coffee Shop is a place where the guests can have a meal or just want to drink coffee in the hotel. *Ratu Ratih* Coffee Shop Family and Business Dinning are a coffee shop and restaurant in Sahid Jaya Hotel Solo which provide the best service and menu for the guests. It provides a variety menu everyday, from Monday until Sunday the restaurant always offers a different menu. This restaurant also offers some delicious and exotic taste of Asian Food such as: Tom Yum Gung, Thailand Fried Rice, Hainan Chicken Rice, etc and Western Food such as: Mixed Grilled *Ratu Ratih* , Tuna Steak, Scotch Fillet Hemingway, Black Pepper Prawn, etc.

The success of *Ratu Ratih* Coffee Shop cannot be reached without a good cooperation between Kitchen (F&B Product) and Food and Beverage Service. Here, a cook has an important role to cook the food ordered by the guests in a great taste at minimum time so that the guest will be satisfied with the food service. A cook and Kitchen's Staff is responsible to prepare breakfast menu in the restaurant everyday. The menu is served in buffet setting, so the guests are able to choose their favorite food. Breakfast Menu Example:

Indonesian Breakfast

- > *Bubur Ayam Jakarta*
- > *Nasi Kerabu*
- > *Gudeg Djogja*

- > *Mie Goreng Jawa*
- > *Ayam Panggang Taliwang*

Western

- > Baked Bean
- > Stuffed Tomato
- > Omelet
- > Any Kinds of Bread
- > Chicken Sausage
- > Potato *gratangue*

Food Stall

- > *Nasi Liwet Komplit*

Beverage

- > Orange Juice
- > Mixed juice

To attract new guests, *Ratu Ratih* Coffee Shop always holds monthly food promo to approve food and beverage selling and also to introduce some special foods in Sahid Jaya Hotel. They offer different tastes of food every month and special menu from different countries.

CHAPTER IV

CONCLUSION AND SUGGESTION

A. Conclusion

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

1. The job description of a cook / chef in Sahid Jaya Hotel Solo can be described as follows:

A cook in the Main Kitchen has a lot of responsibilities because the number of staff is small. They do not only cook but also prepare materials for today and tomorrow. A cook in Sahid Jaya Hotel Solo has to follow the hotel's house rules, for example, they must follow the schedule which is made by the Human Resources Department. The Main Kitchen Employees schedule is divided into three shifts and they are Morning Shift, Evening Shift, and Night Shift. Besides that, a cook has to do some daily job lists, he has to:

- Arrive on time.
- Take all of the assignments from C.D.P and Executive Chef.
- Check the materials especially for main kitchen.
- Check today's menu, and then prepare all the materials.
- Check the order from other outlets or sections.
- Take all the goods in the store room based on the requisitions from the Executive Chef.
- Execute the daily preparation.

- Keep cooked materials.
 - Cook today's menu.
 - Keep the products in *alto sham*.
 - Check the room sanitation, utensils, uniform, etc.
 - Deliver the product to banquet event.
 - Be a watchman for Buffet lunch, breakfast, or dinner.
 - Cook in front of the guest.
 - Check the buffet residue which one can be reused or recycled.
 - Arrange the buffet composition.
2. The functions of cook to the Banquet event and Ratu Ratih Coffee Shop can be describes as follows:

Main Kitchen plays an important rule as the main food provider to the banquet event which holds in the hotel. Main Kitchen as the major food provider should be confirmed by the banquet division about kinds of meal, what time, how the serving style and the number of the guests. This is very important, because Kitchen's employees have to know the accurate information to prepare the menu. Here a cook plays an important role when a banquet hold an event, because he is responsible for the food taste, he must control the food on both quantity and quality to gain maximum revenue with a minimum cost, sometimes he can be a buffet runner, refill the empty “insert/food container” in a buffet table. There are a lot of kinds of menu combination offered by the banquet for the guest, for examples:

- *Yan To Foo*

- *Terik Daging*
- *Gurame Bakar*
- *Botok Ayam*
- *Perkedel Kentang & Daging*
- *Ca broccoli*
- *Nasi Putih*
- *Acar, Kerupuk, Sambal*
- *Es gempol pleret*
- *Assorted Jajanan Pasar*
- *Fresh Fruit Plattera*

Ratu Ratih Coffee Shop is the only restaurant and coffee shop in Sahid Jaya Hotel Solo, so it is very busy everyday. The restaurant has to provide various foods everyday for daily breakfast, lunch, and dinner. Besides providing Western and Eastern foods menu, the restaurant also provides some traditional menu for the guests. Here, a cook has an important role to cook the food ordered by the guests in a great taste at minimum time so the guest will satisfied with the food serving. A cook and Kitchen's Staff are responsible for preparing breakfast menu in the restaurant everyday. The samples of menu are: *Pecel Ndesa*, *Mixed Grilled Ratu Ratih*, *Sphagetti Bolognaise*, *Tom Yum Gung*, etc. To approve selling product, *Ratu Ratih* Coffee Shop always hold monthly food promo.

B. Suggestion

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

1. Main Kitchen division should hire more people to increase service quality and to improve the teamwork in this division. A good selection of trainee is also needed so they will not only become an intruder when kitchen is busy.
2. Creating a new kind of product will increase the selling product, but not only introducing new menu from other countries, they should also try to give the guest a new modified menu, for example: *Kambing guling bumbu madu*.
3. A good coordination is a very crucial thing in a hotel, especially in Food and Beverage Department. Here, the writer suggests that the hotel should increase the coordination between Kitchen division and Food and Beverage Service Division. To avoid lack of coordination and communication between these two departments, the employees shouldn't make a mistake such too long cooking time by Kitchen's Staff or terrible serving preparation by the waiters/waitress.

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