

FINAL REPORT

**THE PROBLEMS FACED BY WAITERS AND WAITRESSES IN GIVING
SERVICE AT THE KITCHEN RESTAURANT OF ARYADUTA HOTEL
AND CONVENTION CENTRE PALEMBANG**



Requirements for the accomplishment of D3

By

M TOYIB BERLAN

061230901402

STATE POLYTECHNIC OF SRIWIJAYA

PALEMBANG

2015

APPROVAL SHEET
FINAL REPORT
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By

M TOYIB BERLAN

061230901402

Palembang, June 2015

Approved by

Advisor I

Dr. Welly Ardiyansyah
ID. 197408172006041001

Advisor II

Nian Masna Evawati, S.Pd., M.Pd.
ID. 197905072003122002

Acknowledge by

Head of English Department

Dra, Tiur Simanjuntak, M.Ed. M.
NIP 196105071988032001

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Final report by:

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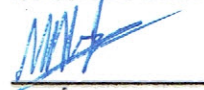
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Approved by the examiners committee

SIGNATURE

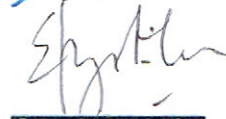
Drs. M. Nadjamuddin, M.A

NIP: 196209071988031001



Dra. Evi Agustina Sari, M.Pd

NIP: 196708251993032002



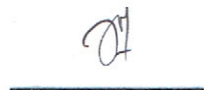
Herman, S.Pd., M.Pd

NIP: 197107012002121001



Darminiyanti, S.Pd., M.M.

NIP: 0414101001



STATE POLYTECHNIC OF SRIWIJAYA

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PREFACE

First of all, the researcher would like to thank Allah SWT that has given him the blessing, opportunity, and health to finish this final report. The title of my final report is “*The problems faced by waiter and waitress in delivering service at restaurant of Aryaduta Hotel Palembang*”. This report is written to fulfill the requirement of Diploma Degree Graduation at State Polytechnic of Sriwijaya. The researcher also would like to say thank you to my 1st advisor Dr. Welly Ardiyansyah and 2nd advisor Nian Masna Evawati, S.Pd, M.Pd because without their guidance the researcher cannot finish this report and thanks to Aryaduta Hotel and Convention Centre Palembang for giving a chance to observe in Food and Beverage Service Department. Thanks to my parents that always support and pray for me to finish this final report.

The researcher realized that this final report is still so far from being perfect. Therefore, comment and suggestion from all sources are welcomed to make my final report becomes perfect. The researcher hopes that this final report can fulfill the requirement of Diploma Degree Graduation and useful for everyone, especially students in English Department at State Polytechnic of Sriwijaya

Palembang, 2015

The writers

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ABSTRACT

(Muhammad Toyib Berlan, 2015, 41 Pages, 2 Tables)

The problems of this final report were, “what are the problems faced waiters and waitresses in delivering service at The Kitchen Restaurant of Aryaduta Hotel and Convention Centre?” The purposes of this final report were to know what the problems are faced by the waiter and waitress in delivering service at The Kitchen Restaurant of Aryaduta Hotel and Convention Centre Palembang. The writer used descriptive method. The object of this final report was The Kitchen Restaurant of Aryaduta Hotel and Convention Centre Palembang. The writer collected the data by doing the observation and interview from the object the analyzed, classified, made the percentage of the problems faced by waiters and waitresses, and made conclusion. In this report, there were five of twelve problems from the observation data really faced by them and could be big problem during they were serving the guests. They were children walking around in the restaurant, complaint, go away without paying the bill, and forget the time after finish the meal, family guest or kids.

ACKNOWLEDGEMENT

First of all, I would like to express gratitude to Allah SWT that has given me that God's Mercy, the grace and the grand from above, as a result the writer can finish this report. Moreover, I would like to express to Prophet Muhammad SAW who has brought us from the darkness in the the brightness.

This final report is fullfil the requirement for Diploma III Majoring in English Department of State Polytechnic of Sriwijaya Palembang. In this opportunity, the writer would like to express deep gratiture for their supports of many people during writing this final report.

The writer finishes this final report because of helping from every aspect which cannot be explained one by directly and indirectly. The writer also does not forget to say thanks to every people who help me to finish this final report. The writer wants to say thanks to:

1. The Head of English Department of State Polytechnic of Sriwijaya Palembang, Dra. Tiur Simanjuntak, M.Ed.M
2. My Counselors Drs. Welly Ardiyansyah. and Nian Masna Evawati Spd, M.pd. for their supervision during the consultation and support to finish the final report.
3. Aryaduta Hotel and Convention Centre Palembang for the chance to do obversation in the Kitchen Restaurant.
4. The staff of Food and Beverage Service of Aryaduta Hotel Mr. Rafi, Mr Arpani, Mr. Adrian and all the waitrers and waitresses for their knowledge and information about the destination that very usefull to writing this final report.
5. Writer's beloved Parent, Efendi Agus and Suminah. Thank you for their loving, praying, advice and guidance.
6. Writer's Beloved Classmate, they are the amazing friends. Thanks for the help, joke and support during I do the final report.

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Motto and Dedication

“COMFORTABLE IS THE BEST PLACE IN LIFE”

Dedication to:

- **My beloved father and mother**
- **My Meong Cantik**
- **My brothers**
- **My friends and English Department**