



THE DUTIES AND RESPONSIBILITIES OF  
**FOOD AND BEVERAGE DEPARTMENT SERVICE**

IN SERVING THE GUEST

AT HOTEL AIR PANAS ALAM SONGGORITI IN BATU

**On the Job Training**

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By

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**This report is dedicated to :**

- The big family of Mr. Sugiyo, especially my beloved parents  
Suharto and Siti Aminah
  
- My dearest brother and sister, Bagas Mulvianto and Siti Roviqo,  
for their love, supports, and patience
  
- Candle Light of my life *The Young el Majaniin*,  
Sibby, Sigit, Seber  
for their fellowship, kinds, and loyal
  
- My almamater

**MOTTO:**

رَبِّ أَوْزِعْنِي أَنْ أَشْكُرَ نِعْمَتَكَ الَّتِي أَنْعَمْتَ عَلَيَّ وَعَلَىٰ وَالِدَيَّ وَأَنْ أَعْمَلَ  
صَالِحًا تَرْضَاهُ وَأَصْلِحْ لِي فِي ذُرِّيَّتِي ۗ إِنِّي تُبِّتُ إِلَيْكَ وَإِنِّي مِنَ الْمُسْلِمِينَ

*“My Lord, grant me that I may be grateful for Thy favour  
which thou hast bestowed upon me and upon my parents, and I may do  
such righteous deeds as may please Thee.  
And establish righteousness among my progeny for me. I do turn to thee;  
and, truly, I am of those who are obedient to Thee.”*

*(Al-Qur'an; 46:15)*



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All praises and thanks are due to Almighty Allah SWT who has given us power, desire, and affection so that we done this final report without any difficulty and this report could be finished properly. Our greatest thanks are only to him who always encourages us in finishing this report. Peace and blessing be on the Prophet Muhammad SAW, the one after whom no Prophet shall ever come as well as on his family, his companions and their followers, till the Day of Judgment, and bring us out from the darkness.

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Indeed, this report would not finish without helping from the hotel staff, that's why we would like to say thank you to the all of Hotel Air Panas Alam Songgoriti staff for the chance given for us and for the guidance that would not be forgotten by the trainee. They are the General Manager of Hotel Air Panas Alam Songgoriti, Mrs. Peny Astriawati, S.H, Mr. Sucahyono as the supervisor of Housekeeping Department, Mrs. Wiwik S.Y, as the supervisor of Food and Beverage Department, and all of Hotel staff that haven't written yet, we say thank you very much.

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Last but not least, my kindest thanks are due to my beloved parents and my relatives for standing by me through my many years as a student, for their love and

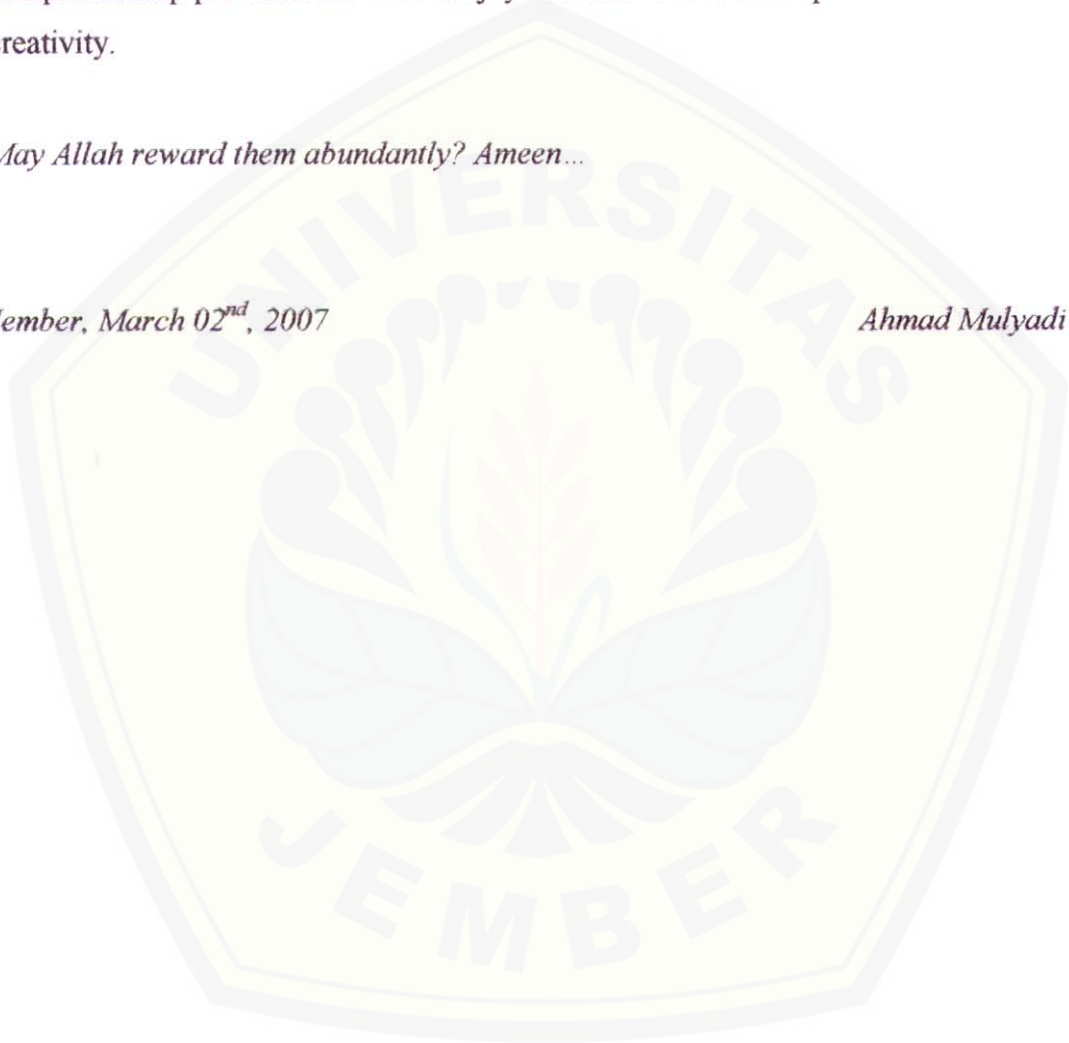
supports, for their faith and confidence in me. Their belief in me always means a great mercy. And all of my friends I cannot mention one by one, but might never forget.

Their hospitality and fellowship have shown me much appreciation. Our companionship provided me with the joy and marvellous atmosphere of activities and creativity.

*May Allah reward them abundantly? Ameen...*

*Jember, March 02<sup>nd</sup>, 2007*

*Ahmad Mulyadi*



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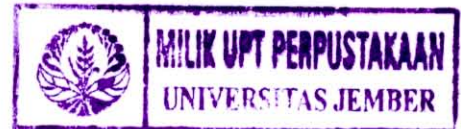


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## CHAPTER I INTRODUCTION

### 1.1 Background of the Study

Indonesia is one of the countries in Asia that has many islands. It is categorized as the largest archipelago in the world. The islands spread from Sabang until Merauke, which consist of five main islands such as Java, Kalimantan, Sumatera, Sulawesi, and Papua and then for about 30 small islands such as Madura, Bali, Bawean, etc. A total of it more than 17.508 islands. It is enriched with hundreds of ethnic groups; each of it has its own unique language, cultures and traditions. Indonesia also has many monuments, flora and fauna, natural resources, and artefacts spread in many islands, which keep attracting visitor from other countries.

Our government through the tourism department has tried to promote Indonesia's popularity as tourist destination through visit Indonesia year that had been declared by the president of Indonesia in early 1993 with different theme every year. It is useful to look forward and to extend a warm welcome to some event through the country.

For the last five years, our country got economic crisis followed by political crisis. It did not only influence the economic sector but also the tourism sector. The racial unrest that happened in this state and disturbance everywhere had made the view from overseas postpone their travel to Indonesia. For the matter of fact, the tourism income had decreased, and it had influenced the hotel income.

Indonesian government tries to encourage the tourism sector by promoting tourism resort. And the hotel that offers facilities and good service to attract the visitors follows this action. It is of course connected to all departments in the hotel itself, such as Front Office Department, Accounting Department, Security, Engineering, Food and Beverage department, and Housekeeping department. In this report the writer tries to investigate the effort of Food and Beverage Department in serving the guest at HOTEL AIR PANAS ALAM SONGGORITI in Batu.



## 1.2 Statement of Problems

Having read the background of the study, the general problem to be investigated is as follow:

1. What the duties and responsibilities of F&B Department Service in serving the guest at HOTEL AIR PANAS ALAM SONGGORITI in Batu?
2. How the system of Food and Beverage service at HOTEL AIR PANAS ALAM SONGGORITI in Batu for 24 hours?
3. What is the job description of F&B Department Service in serving the guest at HOTEL AIR PANAS ALAM SONGGORITI in Batu?

## 1.3 The Goals and the Advantages of the Job Training

As one of the requirements that should be fulfilled by the student of the Diploma III English Program of English Department Faculty of Letters Jember University is job training. By this Job Training the student is expected to get the goals and advantages of it.

### 1.3.1 The Goals of the Job Training

The Job Training exposes the students to the real of work experience. Besides she/he also can apply her/his knowledge in the location where she/he is doing his job training. In addition, the significance of this Study Report is to describe the question of statement problem related to the F&B Department at HOTEL AIR PANAS ALAM SONGGORITI in Batu, those are as below:

1. To know what the duties and responsibilities of F&B Department Service in serving the guest at HOTEL AIR PANAS ALAM SONGGORITI in Batu?
2. To know how the system of F&B Department service at HOTEL AIR PANAS ALAM SONGGORITI in Batu for 24 hours?
3. To know the job description of F&B Department Service in serving the guest at HOTEL AIR PANAS ALAM SONGGORITI in Batu?

Based on the questions above, it is supposed to give good consideration for the hotel management in increasing its service for the guest and gives much information for the hotel guest and also for the next trainee.

### **1.3.2 The Advantages of the Job Training**

- a. During the job training the student will of course be proposed to work in the real situation
- b. The student will also get the experiences that she/he could not obtain during her/his academic life
- c. Her/his self-confidence is also built up to cope with the people in her/his knowledge place.

### **1.4 The Scope and Limitation of the Study**

It is necessary for the writer to limit the scope of the discussion to avoid excessive of the topic of the discussion. So this report only focuses on the Food and Beverage Department at HOTEL AIR PANAS ALAM SONGGORITI in Batu.

### **1.5 The Location and the Period of the Job Training**

#### **1.5.1 The Location of the Job Training**

The location where the Job Training is conducted is Jl. Raya Songgoriti 51 Batu Malang 65312 phone: (0341) 593551/593553 East Java Indonesia.

#### **1.5.2 The Period of the Job Training**

The Job Training is conducted from 03<sup>rd</sup> of July to 16<sup>th</sup> of August 2006. The hotel operational is 24 hours a day. Consequently, there are three shifts, and every shift operates 8 hours, these shifts are as follow:

- SHIFT I : start from 06.00 am - 02.00 pm
- SHIFT II : start from 02.00 pm - 10.00 pm
- SHIFT III : start from 10.00 pm - 06.00 am



### 1.6 The Procedure of the Job Training

The procedure is displayed as below:

No.	Schedule of the Activities	Before the Training	During the Job Training	After The Training
1	Fulfill the requirements that is collecting minimum 64 SKS	√		
2	Enroll by completing the registration form consisting of <i>name, address, and phone number of the company</i>	√		
3	Completing the Job Training sheet containing the personal data of the student submitting the Job Training sheet to the student section of the Faculty of Letters Jember University	√		
4	Giving the application letter of Job Training to the Company	√		
5	After receiving the agreement letter from the company, then going to the head of Diploma III Program of English Department the Faculty of Letters Jember University. By collecting the receipt of the required payment of the fund during the Job Training and other requirements including the copy of the study achievement sheet and the copy of PKL certificate	√		

6	The application of the Job Training activity		√	
7	Having advisory meeting from the Diploma III English Program of English Department		√	
8	Collecting the information needs knowing for writing report		√	
9	Writing report of the Job Training activity			√
10	Submit the report of the Job Training activity			√

### 1.7 The Organization of the Report

This report is divided into five chapters here are:

#### **CHAPTER I INTRODUCTION**

Chapter one is about the introduction comprising the Background of the Problem, Statement of the Problem, Goals and Significances of the Job Training, Procedure of the Job Training, and Organization of the Report

#### **CHAPTER II REVIEW OF THE RELATED LITERATURE**

Chapter two presents the Theoretical Review Related to Tourism, Hotel, the Departments of Hotel, the Scope of Food and Beverage Department, the Objective of Food and Beverage Department, the Kinds of Restaurant in the Hotel, Definitions and the Duties and Responsibilities of Waiter and Waitress.

### **CHAPTER III THE GENERAL DESCRIPTION OF HOTEL**

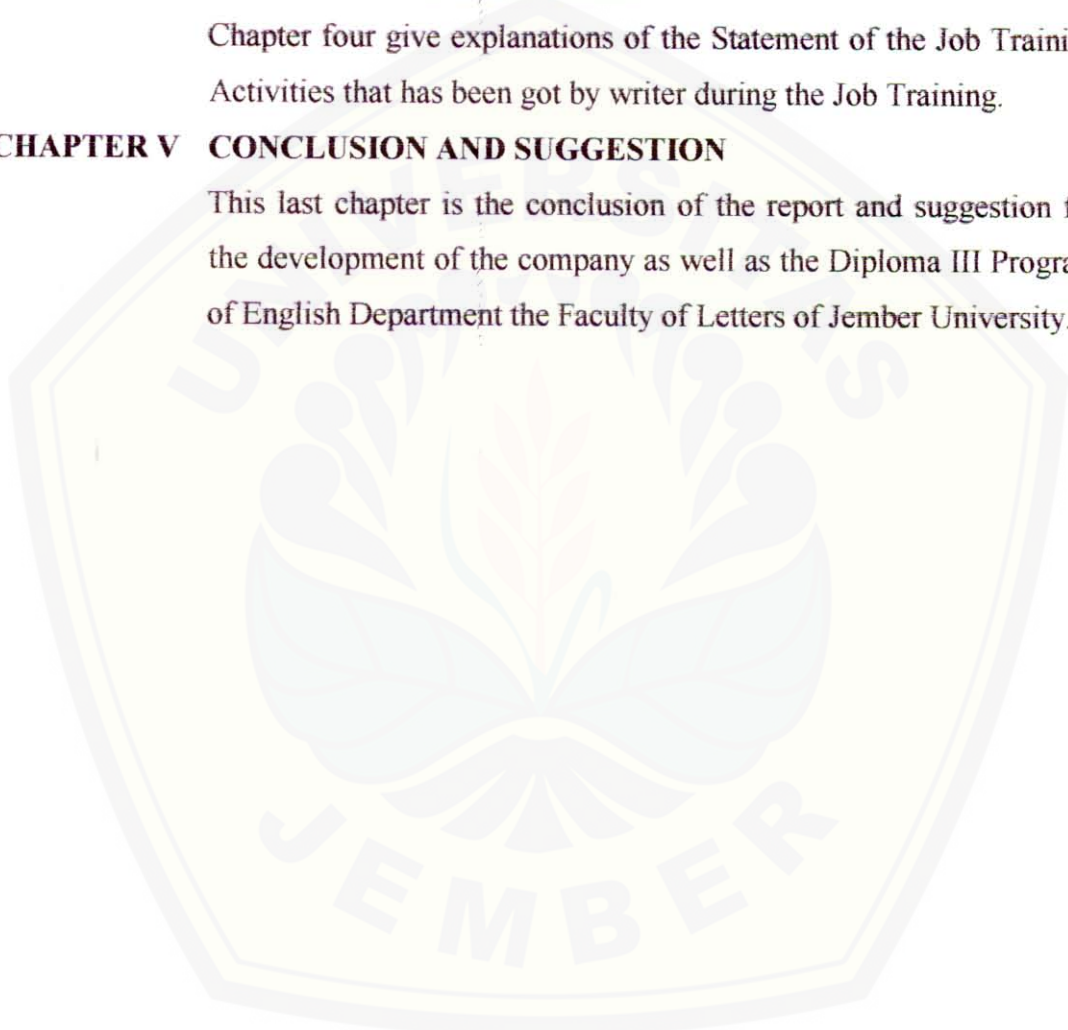
This chapter dealt with the Brief History of Hotel, Hotel Location, Hotel's Facilities, the Department of Hotel, Payment System, and Working Time.

### **CHAPTER IV JOB TRAINING ACTIVITIES**

Chapter four give explanations of the Statement of the Job Training Activities that has been got by writer during the Job Training.

### **CHAPTER V CONCLUSION AND SUGGESTION**

This last chapter is the conclusion of the report and suggestion for the development of the company as well as the Diploma III Program of English Department the Faculty of Letters of Jember University.







## CHAPTER II

### REVIEW OF THE RELATED LITERATURE

Actually understanding about the topic being reported, some theoretical backgrounds are essential to be presented. For this reason, it is important to understand some definition of *Tourism, Hotel, and all connected with Food and Beverage Department.*

#### 2.1 Definition of Tourism

According to **Hunziker** (1951, IN COLLIER, 1997:2) "*tourism is....the some of the phenomena and relationships arising from travel and stay of non-resident is so far as they do not lead to permanent residence and are not connected with any earning activity.*"

**Mill and Morrison** (1992:6) defined that "*tourism is the term given to the activity that occurs when the people travel. This encompasses everything from the planning of the trip, the travel to the destination area; they stay itself, the return and the reminiscences about it afterward. It includes the activities the traveller undertakes as part of the trip, the purchases made, and the interactions that occur between host and guest in the destination area. In sum, it is all of the activities and impacts that occur when a visitor travels.*

Moreover, **Oka A Yoeti** (1983:129) also stated that "*definition of industrial tourism is the group of some businesses in producing some goods and services together that specifically needed by the tourist and traveller in common, during the travel activity.*"

#### 2.2 Definitions of Hotel

According to **Charles E. Steadman and Michael L. Kasavartu** in his books "*Managing Front Office Operation*" from American Hotel and Motel Association (**AMHA**) (1978:4) defined that "*a hotel may be defined as a establishment whose*



*primary business is providing lodging facilities for the general public and which furnishes one or more of the following services: food and beverage service, room attendant service, uniformed service, laundering of linens, and use of furniture and fixture”.*

**John Wiley and Son** (1999:4) also explained “*a hotel is a lodging establishment in which guests room are accessed from the interior. Generally, a hotel is expected to provide services in addition to accommodations, the most common being food service.*”

**Webster** also defined that “*Hotel is an institution providing, lodging, meals and service for the public.* (1958:4)

Based on kinds of effort and purpose, hotel are divided into (Agustinus Darsono. 1992:1)

1. *Business Hotel* is a hotel that located in the centre of city or in the trade centre. It's usually arranged to the people who have an importance of trade. And the guest stays there about not more than one or two days.
2. *Resident Hotel* is a hotel that placed in the middle of society environment. Generally, it's arranged to the guest that will be in a long stay with special rate in accordance with the duration of the guest stay.
3. *Resort Hotel* is a hotel that located in some of the most beautiful places on the earth. They cover the gamut from the serene elegance of individual villas along a pristine beach to ski lodges in the mountains, 24-hours-a-day-activity.

### 2.3 The Departments of Hotel

There are some departments supported each other. Those are (Sawardi. 1987:1)

#### a. *Men Power Department*

The duty of this department are handling the personnel affair's, such as *insurance, tax, employee payment of wages, extra allowance, etc.*

#### b. *Engineering Department*

This department dealt with *the hotel hardware*. It has responsibility on the electricity and mechanic, such as *workshop, water treatment, air conditioning, mechanics (electricity and telephone) fire extinguisher, transportation, etc.*

c. *Accounting Department*

The department that manage the hotel finances, such as *purchasing, cost control, store, employee payment of wages, and tax.*

d. *Marketing Department*

This department has responsibility on marketing and offering the hotel product. Beside of selling some kinds of food and beverage, this department has also an assignment in controlling the operational running if there is an event, such as *seminar, meeting, job training, birthday party, etc.*

e. *Room Department*

The department that organize Housekeeping and Front Office Section since the guest was making an ordering contract, at the moment they come, stay, and go with other facilities given, such as *swimming pool, video program, mini bar, etc.*

f. *Food and Beverage Department*

This department is providing some kinds of food and beverage before it served to the guest. The section consists of *restaurant, banquet, coffee shop, kitchen, and bar.*

## 2.4 The Scope of F & B Department

### 2.4.1 Definition of F & B Department

In the hotel, one of its essential duties is providing and serving some kinds of foods and beverages to the guest. It's named *Food and Beverage Department*.

*Soekrisno Pendit* (1998:4) defined that *Food and Beverage Department* commonly means “*a section that organized some kinds of foods and beverages*”. But specifically it means “*a section that organize and responsible for food and beverage*”



*service be connected with the guest who stays in the hotel or not that is managed commercially and professionally.”*

Generally, *Food and Beverage Department* is divided into:

a) *Food and Beverage Product*

The duty is to prepare some foodstuff and then process it until it is ready to be served and helped by the cook helper.

b) *Food and Beverage Service*

The duty is to prepare some kinds of foods and beverages before it is served to the guest.

**Dyana Pura** (1999:4) stated that” *Food and Beverage Service is a section where its duties are providing and serving some foods and beverages to the guest in the hotel or out of hotel. Its services covered in the restaurant, coffee shop, bar, banquet, and room service”.*

Commonly, *Food and Beverage Service* is divided again into some sections that each of them has a certain duty to do, those are:

a) *Restaurant*

Its primary duty is providing and serving some foods and beverages in the restaurant.

b) *Coffee Shop*

In the hotel, there is an *outlet* (an ordering food and beverage place) named *Coffee Shop*. The function of *outlet* is nearly synonymous with the *restaurant*. But operationally, *Coffee Shop* is an ordering food and beverage place all quick.

c) *Bar*

There is one or more *bar* in the hotel. It has responsibility on making and serving some beverages without serving some foods.

d) *Room Service*

This section has an essential duty to prepare and to service some foods and beverages in the hotel or other place in the hotel area beside restaurant, bar, banquet, coffee shop, and bar.

e) *Banqueting and Out side Catering*

*Banqueting and out Side Catering* is serving food and beverage outsides of a restaurant environment, such as in the hotels, hospital rooms, etc.

f) *Steward Section*

It has responsibility to prepare all tools that is needed by *Service and Product (kitchen)* section. And cleaning and preparing some un-used tools.

## 2.5 The Objective of Food and Beverage Department

The primary purpose of Food and Beverage is selling and offering the hotel product in form of food and beverage to the guest who stays in the hotel or they just want to enjoy some foods and beverages and other facilities in the hotel. In order that the purpose is easy to get, it's needed the cooperation with all of team workers in the hotel. Until the hotel operational go on well.

Food and Beverage Serving and related team workers are the front line of customer service in restaurant, coffee shops, and other food service establishments. These workers greet customers, escort them to seats and hand them menus, take food and beverage orders, and serve food and beverages. They also answer questions, explain menu items and specials, and keep tables and dining areas clean and set for new diners. Most work as part of a team, helping workers to improve workflow and customer service.

According to *Sugiarto* (1996:86), the cooperation is intended by that explanation is covering some section as below:

a. *Front Office Department*

A front line section of information service in hotel industry provided to any designs and customers. And it has responsibility on turning over the room by



a systematically method from ordering rooms then it's followed by room registration and agreement by the guest. (S. Andrew: 1989)

b. *Housekeeping Department*

The department that has duty to organize the tools, to keep the room clean to repartee dysfunctions, to give decoration, etc.

c. *Accounting Department*

A section that responsibility for making some reports of income in selling food and beverage in the outlets.

d. *Engineering Department*

The department that has responsibility on repairing the electricity and mechanic

e. *Store Room*

The section that provide some foodstuffs or flavours to process, such as *sugar, tomato catsup, soy sauce, saltlick pepper, and others.*

f. *Purchasing*

The section that purchase some of restaurant goods for daily necessity, such as *foodstuff, beverage, flavours, etc.*

## 2.6 The Kinds of Restaurant in the hotel

There is more than one kind of restaurant in the hotel, where one hotel to another is different.

*Sugiarto* (1996:91) stated that a restaurant could be grouped into three big sections, as follow:

a. *Formal Dining Room*

The meaning of *Formal Dining Room* is a restaurant in the hotel. It is a *high-class restaurant*, those are:

1. *Rotisserie* is an exclusive restaurant where some foods are provided and roasted in the *flambé* (place for roasting) and it can be seen by the the guest.

2. *Grill Room* is a restaurant that provides some bakery foods in accordance with the taste of the guest, such as *steak*.
3. *Cabaret/Supper Club* is a restaurant that makes a show at the moment the guest was eating.

b. *Informal Dining Room*

It is a restaurant that has an *informal characteristic*. Some examples of *informal dining room* are as follow:

1. *Coffee Shop* is a restaurant that gives priority in speed service with some foods that is ready to be served on the plate. Commonly, it's always use *American Style*.
2. *Tavern* is a restaurant that gives priority in serving some beverages, such as *wine and water*.
3. *Cocktail lounge* is a relax place for drinking with limited lighting.
4. *Pool Snack Bar*, is a small bar counter located in the side of the swimming pool.
5. *Room service* is a food and beverage service system that is sent to the dining room.

c. *Special Restaurant*

Restaurant provides a special food/cooking. It usually has been popular in the international, such as *Chinese Food, Korea, Italy, etc.*

## 2.7 Definitions of Waiter and Waitress

### 2.7.1 Definition of Waiter and Waitress

*Soekarno and Pendit* (1998:1) defined that "*waiter and waitress are hotel restaurant staffs who have duty and responsibility on serving the customer needs (food and beverage) professionally*. It can be said that they are the centres of food and beverage business in the hotel. In addition, they have also an important role in giving a satisfaction to the guest and giving a large profit to the company.



### 2.7.2 The duties and Responsibilities of Waiter and Waitress

According to *Sugiarto* (1996:94) the duties and responsibilities of *waiter and waitress* are as follow:

- a. Welcome guest, escorting guests to tables, explain menu items and special, pour the water into water goblet, asking the menu chosen by the guest (take order), bring meals out of the kitchen, and serve the food and beverage as soon as possible if it is ready to be served.
- b. Check identification of customers seated at the bar, take orders from the guests, removing dirty dishes and soiled linens from tables, to a place to wait their table is ready, and accept payment.
- c. Serving and keeping tables after used by the guest, set up table and table accessories at the smoking area, such as *ashtray*.
- d. Doing other assignment, such as fill in condiment (salt and saltlick pepper) until the condiment is full.

Waiter and waitress sometimes perform the duties of other food and beverage service workers. This task may include escorting guests to tables, serving customers seated at counters, clearing and setting up the tables, or operating a cash register. However, full-service restaurants frequently hire other staff, such as hosts and hostesses, cashiers, or dining room attendants, to perform these duties.

Waiters and waitresses, the largest group of these workers, take customers' orders, serve food and beverages, prepare itemized checks, and sometimes accept payment. Their specific duties vary considerably, depending on the establishment. In coffee shops their serving.

In fine dining restaurants, where more complicated meals are prepared and often served over several courses, waiters and waitresses provide more formal service emplaning personal, attentive treatment and a more leisure pace. They may recommend certain dishes and identify ingredients or explain how various items on the menu are prepared. Some prepare salads, desserts, or other menu items tableside.



Additionally, they may check the identification of patrons to ensure they meet the minimum age requirement for the purchase of alcohol and tobacco products.





### CHAPTER III

## THE GENERAL DESCRIPTION OF HOTEL AIR PANAS ALAM SONGGORITI

### 3.1 The Brief History of Hotel Air Panas Alam Songgoriti

Songgoriti is known as tourist resort since last 10<sup>th</sup> century because there is Hindu's Temple located in Songgoriti. The development of Songgoriti started on 1948 that was executed by the native society. The facility only provided 4 hot water bathrooms where the water was believed able to recover skin disease and bone.

In 1955, the room from 4 rooms became 8 rooms with operational system consists of 1 coordinator and 4 staffs. In 1960, the rooms built again, it was 4 rooms lodging and 1965 it developed became hotel, but it was failed because of G 30 S/PKI tragedy. Hotel Air Panas Alam Songgoriti developed again on 60s-70s and in 1971 PEMDA Malang took it and executed by Jasa Yasa Company.

Under the Jasa Yasa hold, Hotel Air Panas Alam Songgoriti had progressed satisfied fully. In 1973, the building was built up again from 4 rooms lodging became 12 rooms hotel named *Mawar*. From 1973-1976, Jasa Yasa Company added the facility of 8 rooms hotel named *Anggrek*. In 1976-1979, the hotel progressed again and again by built up Swimming Pool, Recreation Park, Receptionist Office, and 12 rooms named *Teratai*. In 1979-1991, the hotel still progress by building up 8 rooms hotel named *Kenanga* and 8 lodging plus 1 room with the 65 employees which divided 1 General Manager, 8 Financial and Administrative Department, Swimming Pool Executive, Security, and Personal Department.

Because there was many hotel built up, the competition become higher. Then, PEMDA got difficulty compete with the private hotel. In March 1<sup>st</sup>, 1992 PEMDA decide to cooperate with P.T Bumi Mas Songgoriti. Since 1992 up to now, the successful progress added the facility of 25 rooms cottage named *Cempaka*, Traditional Market, and renovated other facilities.

### 3.2 Hotel Location

Hotel Air Panas Alam Songgoriti is located on Administrative City Batu at Jl. Raya Songgoriti 51 Batu Malang. Geographically, it is stated on for about 900 meters from the sea level and surrounded by exotic landscape garden and pine tree, about 24 km from Malang city toward. Kotif Batu Kelurahan Songgokerto. The resort has beautiful views of Arjuna and Welirang mountains, and it is close to another tourist resorts such as Coban Rondo Water Fall, Cangar, Seleкта, and Selorejo Dam.

### 3.3 The Hotel's Facilities

The facility of hotel is completely needed to make the guests comfortable. Complete facility will support the existence of hotel. Hotel Air Panas Alam Songgoriti has some facilities, and those are:

#### 1. Room Facilities

Hotel Air Panas Alam Songgoriti has different room types. Each room is completed by some facilities depend on the kind of room. They are 6 types of rooms such as:

- Suite Room (*Wijaya Kusuma type*) : 2 rooms
- Superior Room (*Cempaka type*) : 25 rooms
- Standard Room (*Teratai type*) : 12 rooms
- Standard Room (*Anggrek type*) : 8 rooms
- Standard Room (*Kenanga type*) : 8 rooms
- Standard Room (*Mawar type*) : 12 rooms

The totals are 67 rooms, each room completed by bathroom with its facilities and bedroom with its facilities.

#### 2. Restaurant

The restaurant of Hotel Air Panas Alam Songgoriti named *PINUS RESTAURANT* that provided some kinds of food and Beverage such as Chinese Food, European Food, and Indonesian Food.



### 3. Convention Halls

The Hotel Air Panas Alam Songgoriti has three Convention Halls.

### 4. Swimming Pool with bar and lighting

### 5. Fishing Pound

### 6. Children Play Ground

### 7. Traditional Market

It provides vegetable, fruits, and traditional kitchen equipment.

### 8. Bathroom with natural hot water within deep earth

### 9. Two Tennis Courts

### 10. Jogging Area

### 11. MTB (Mountain Bike)

### 12. International Direct Call

### 13. Private Terrace

### 14. Room Service

It is part of F&B Department that services the guest who wants to eat and drink in the room. It has same menu with the restaurant, and then the room service will deliver into the room

### 15. Kinds of bed, there are five kinds of bed:

- Single Room : 1 bed for 1 person
- Double Room : 1 double bed for 1 person
- Twin Room : twin bed for 2 persons
- Double-double : 1 big bed for 2 persons
- Suite Room : the room is large and completed with Dining Room, Living Room, Kitchen Matte, and Mini Bar

## 3.4 The Department of Hotel Air Panas Alam Songgoriti

To operate the organization is needed qualified human resource. In this case, providing and serving product needs a cooperation of each department. So it can support the hotel's progress and makes the guests become satisfy.

There are ten departments of Hotel Air Panas Alam Songgoriti, such as:

1. Front Office Department
2. Food and Beverage Department
3. House Keeping Department
4. Marketing Department
5. Accounting Department
6. Purchasing Department
7. Personal Department
8. Engineering Department
9. Security Department
10. OOD (Other Operation Department) such as:
  - Secretarial Service
  - Sport Club
  - Concession Office and Massage.

### 3.6 Payment System

The hotel according to their position and compensation in hotel gives the standard payment. There are five kinds of payment systems, they are:

#### 1. *Standard Payment*

Company every month as an employee compensation based on their position and work time gives standard payment.

#### 2. *Service Payment*

Service payment is given to the employee besides standard payment. It derives from 80% of all hotel income and shares to all employees without seeing their position and work time.

#### 3. *Overtime Payment*

Overtime payment given to the employee for their overtime work including work in holiday.

#### 4. *Subsidy Payment*

Subsidy payment is given to the employee who has certain position such as manager and supervisor.

#### 5. *Meal Payment*

Meal payment given to the employee every month based on their work time and usually once every one shift.

### **3.7 Working Time**

The hotel operational is 24 hours in a day. Consequently, there are three shifts, and every shift operates 8 hours, these shifts are as below:

- SHIFT I : start from 06.00 am - 02.00 pm
- SHIFT II : start from 02.00 pm - 10.00 pm
- SHIFT III : start from 10.00 pm - 06.00 am





## CHAPTER V

### CONCLUSION AND SUGGESTION

This chapter deals with drawing conclusion of the finding that is stated in the previous chapters. It also suggests to the hotel that is involved in serving to the hotel guest and make evaluation to give conclusion.

#### 5.1 Conclusion

From the information that has got while on The Job Training, the writer concludes:

1. Service Company in lodging service. It is classified as Hotel Air Panas Alam Songgoriti is the public "Tourism Hotel" Melati Class.
2. The employees of the Hotel Air Panas Alam Songgoriti divided into two; they are Hotel Operational Employees and Hotel Official Staff Employees.
3. Every department of Hotel Air Panas Alam Songgoriti works together in serving the guest.
4. Food and Beverage Department has a great important role in serving food order of the guest

#### 5.2 Suggestion

1. The hotel management should give attention to the guest needs so they will satisfy with the hotel service
2. Hotel must be increased it facilities to attract the guest
3. The duty of every department staff has to clear with its job description
4. Pemda Malang and Batu must work together in promoting the tourist resort
5. Pemda Malang and Batu should give the solution of the hotel problems as soon as possible.

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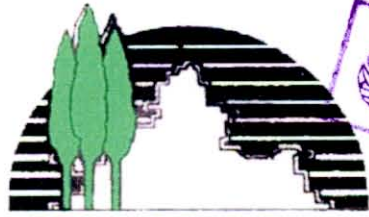
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HOTEL AIR PANAS ALAM  
**SONGGORITI**  
BATU - EAST JAVA - INDONESIA







**HOTEL PANAS ALAM SONGGORITI**  
JL. RAYA SONGGORITI  
BATU - MALANG

DEPARTEMEN : **BUKTI PERMINTAAN BARANG**

NO.	NAMA BARANG	SATUAN	JUMLAH	HARGA	KETERANGAN

SONGGORITI,.....

DIPESAN OLEH,

DISETUJUI OLEH:  
DEPT. HEAD,

GUDANG,

( \_\_\_\_\_ )

( \_\_\_\_\_ )

( \_\_\_\_\_ )

LEMBAR 1. GUDANG  
2. FILE



HOTEL AIR PANAS ALAM  
**SONGGORITI**

# Digital Repository of Universitas Jember

## ROOM SERVICE MENU

### BREAKFAST

TOAST	Rp. 3,500
SOTO AYAM	Rp. 9,000
NASI RAWON	Rp. 10,000
BUBUR AYAM	Rp. 6,500
NASI GORENG JAWA	Rp. 8,500
TWO EGGS ANY STYLE	Rp. 3,500
<i>(mata sapi, rebus, setengah matang)</i>	
OMMELETTE	Rp. 7,500
PAN CAKE	Rp. 6,000

### COLD & HOT DRINK

FANTA/SPRITE/COKE	Rp. 3000
GREEN SAND	Rp. 5000
GUINNESS BEER	Rp. 15,000
BEER BINTENG	Rp. 15,000
MINERAL WATER 1500 ml	Rp. 4000
MINERAL WATER 500 ML	Rp. 2000
COFFEE GINSENG	Rp. 4000
TRADITIONAL COFFEE	Rp. 3,000
NESCAFE COFFEE	Rp. 4,000
TEA	Rp. 2,000
CHOCOLATE	Rp. 3,500
MILO	Rp. 4,000
OVALTINE	Rp. 4,000
SEKOTENG	Rp. 3,000
STMJ	Rp. 4000

### LUNCH & DINNER

SOUP ASPARAGUS	Rp. 10.000
SOUP BUNTUT	Rp. 11.000
SOUP SAYUR AYAM	Rp. 7.500
NASI GORENG	
SONGGORIT	Rp. 15.000
NASI CAP JAY	Rp. 15.500
CAP JAY	Rp. 12.500
SAYUR ASEM	Rp. 6.500
PECEL LELE KOMPLIT	Rp. 11.500
PECEL TEMPE	Rp. 5.500
AYAM GORENG KERING	Rp. 17.500
AYAM PANGGANG	Rp. 17.500
AYAM/DAGING CAH SYR	Rp. 11,000
CHICKEN IN THE BASKET	Rp. 18,000
CHICKEN WING	Rp. 10,000
CHICKEN SANDWICH	Rp. 10,500
FRENCH FRIED POTATOES	Rp. 8,500
BAKMI GORENG / KUAH	Rp. 13,000
BIHUN / KUAH	Rp. 3,000
NASI PUTIH	Rp. 3,000

### JUICES

ORANGE	Rp. 3,500
MELON	Rp. 9,000
PAPAYA	Rp. 10,000
PINEAPPLE	Rp. 6,500
WATER MELON	Rp. 8,500
LEMON	Rp. 3,500

### DESSERT

SLICE FRESH FRUIT	Rp. 5,000
MIX SLICE FRESH FRUIT	Rp. 6,000
PISANG GORENG/BAKAR	Rp. 4,000

**SILAHKAN MENEKAN NOMOR 200 UNTUK MEMESAN MAKANAN**  
**PLEASE DIAL 200 FOR ROOM SERVICE ORDER**

*The Friendliest Hotel in Batu with Natural Hot Water*

Jl. Raya Songgoriti 51 Kota Batu 65312 - Malang - East Java Indonesia  
Phone: (0341)593555 (Hunting) Fax. (0341) 596407



# SONGGORITI

RESORT HOTEL

## TODAY'S EXPECTED ARRIVAL

Day :

Date :

F.O. Dep.

No.	Bung no.	Name	Total		Arrival time	Departure		Remarks
			Room	Pax		Date	Time	

Cc : Manager  
House Keeping  
Food and Beverage  
File

PREPARED BY \_\_\_\_\_



## **MENU PACKAGE BREAKFAST**

A
Nasi Putih Soto Ayam Telur Rebus Acar / Sambal Krupuk Udang Kopi / Tea

B
Nasi Putih Rawonan Daging Tempe Goreng Acar / Sambal Krupuk Udang Telur Asin Kopi / Tea

C
Nasi Putih Pecel Sayuran Tempe Goreng Ayam Goreng Kopi / Tea Rempeyek

D
Nasi Goreng Telur Mata Sapi Acar / Sambal Krupuk Udang Kopi / Tea

## **LUNCH**

A
Nasi Putih Sup Sayuran Ayam Gr Kecap Perkedel Kentang Sambal Buah

B
Nasi Putih Lodeh Nagka Md Ayam Bumbu Rujak Tempe Goreng Sambal Perkedel tahu Buah

C
Nasi putih Sayur Bening Ikan Mas Goreng Dadar Jagung Sambal Buah

D
Nasi Putih Sayur Asem Lele Goreng Rempah Daging Sambal Buah

## **DINNER**

A
Nasi Putih Sup Makaroni Ayam Panggang Bihun Goreng Acar / Sambal Buah

B
Nasi Putih Sup Kimlo Kakap Asam Manis Cah Sayuran Acar / Sambal Buah

C
Nasi putih Sup Kc Merah Fu Yung Hai Cap Jai Gor. Acar / Sambal Buah

D
Nasi Putih Sup Ayam Jamur Koloke Bakmi Goreng Acar / Sambal Buah

### **COFFEE BREAK : Add charge @ Rp 6000,-/pax**

A
Mini Roll Tart Pandan Crackers Kopi / Tea

B
Soesmakers Crackers Kopi / Tea

C
Madonna Crackers Kopi / Tea

D
Mini Cake Coklat Crackers Kopi / Tea

E
Sosis Solo Crackers Kopi / Tea

F
Soes Via Crackers Kopi / Tea

G
Kroket Crackers Kopi / Tea

H
Pastel Crackers Kopi / Tea

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## DAFTAR MENU PAKET HEMAT

Nama Paket Hemat	Menu Paket		
	Breakfast	Lunch	Dinner
PaHe I A	Nasi Goreng Telur Mata Sapi Acar / Sambal Krupuk Udang Kopi / Tea	Nasi Putih Sayur Asem Ikan Goreng Kuniren Sambal Air Putih	Nasi Putih Soto Ayam Istimewa Acar / Sambal Krupuk Udang Irisan Buah Semangka
PaHe I B	Nasi Putih Soto Ayam Telur Rebus Krupuk Udang Kopi & Tea	Nasi Putih Sup Sayuran Perkedel Kentang Ayam Goreng Air Putih	Nasi Putih Rawon Daging Tempe Goreng Telur Asin Irisan Buah Semangka
PaHe II A	Nasi Putih Semur Ayam Kombinasi Irisan Ketimun Krupuk + Sambal Kopi & Tea	Nasi Putih Rawon Daging Tempe Goreng Telur asin Krupuk + Sambal Air Putih	Nasi Putih Oseng-oseng Buncis Ayam goreng Buncis Sambal Irisan Buah Semangka
PaHe II B	Nasi Putih Pecel Sayuran Tempe Goreng Rempeyek Kopi & Tea	Nasi Putih Soto Ayam Telur Rebus Krupuk Udang Kopi & Tea	Nasi Putih Rawon Daging Tempe Goreng Telur Asin Krupuk Udang
PaHe III A	Nasi Putih Soto Ayam Telur Rebus Krupuk Udang Kopi & Tea	Nasi Putih Lodeh Nangka Muda Ayam Goreng Telur Perkedel Tahu Sambal Irisan Buah semangka	Nasi Putih Bakmi Goreng Cah Sayuran Koloke Acar / Sambal Irisan Buah semangka
PaHe III B	Nasi Putih Rawon Daging Tempe Goreng Telur Asin Kopi & Tea	Nasi Putih Sup Sayuran Perkedel Kentang Ayam Goreng Irisan Buah segar	Nasi Putih Bakmi Goreng Cah Sayuran Koloke Acar / Sambal Irisan Buah Semangka

## COFFEE BREAK

A	B	C	D
Klepon Kopi / Tea	Lemper Ayam Kopi / Tea	Pastel Kopi / Tea	Kue Thok Kopi / Tea
E	F	G	H
Onde-onde Kopi / Tea	Proll Tape Kopi / Tea	Dadar Gulung Kopi / Tea	Lumpur Kopi / Tea

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**MENU GROUP**

	1	2	3
BREAKFAST	Kare ayam Oseng sayuran Krupuk udang Nasi putih Coffee, tea	Rawon Tempe goreng Telur asin & krupuk Nasi putih Coffee, tea	Soto ayam Telur rebus Krupuk udang Nasi putih Coffee, tea
LUNCH	Gado-gado Ayam goreng tepung Emping goreng Nasi putih Cocktail buah	Cah sayuran Rujak cingur Ayam gr kalasan Nasi putih Krupuk putih Es buah	Sop jawa Ika mas gr kering Telur bumbu bali Nasi putih Pisang ambon
DINNER	Sop makaroni Cah sayur Ayam gr sc mentega Kakap asam manis Nasi putih Buah segar	Cap cay kuah Beef steak Fu yung hai Nasi putih angsie	Sop tahu sawi asin Koloke Bakmi goreng Nasi putih Buah segar

	4	5	6
BREAKFAST	Nasi goreng Telur mata sapi Tahu goreng Krupuk udang Coffee, tea	Pecel Tempe goreng Rempeyek Nasi putih Coffee, tea	Soto daging Telur rebus Krupuk udang Nasi putih Coffee, tea
LUNCH	Sayur asem Lalapan segar Ayam panggang Ikan asin Sambel Nasi putih Buah segar	Gudeg Telu bacem Sambel gr cecek Rendang daging Nasi putih Buah segar	Sop bening Dadar jagung Pepes tongkol] Krupuk udang Nasi putih puding
DINNER	Sop kembang tahu Kakap acar kuning Sambel gr ati Nasi putih puding	Sop sayur ayam Cumi masak lombok Udang gr tepung Nasi putih Buah segar	Gulai kambing Tahu bumbu Oseng-oseng sayuran Nasi putih Kolak pisang





# VOUCHER

## BREAKFAST

NO.

NAME :	<ul style="list-style-type: none"><li>LOCATION : PINUS RESTAURANT</li><li>VALID FOR 1 (ONE) PERSON</li><li>BREAKFAST TIME : 06.00 – 10.00 AM</li></ul>
ROOM :	
VALID DATE :	

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# VOUCHER

## BREAKFAST

NO.

NAME :	<ul style="list-style-type: none"><li>LOCATION : PINUS RESTAURANT</li><li>VALID FOR 1 (ONE) PERSON</li><li>BREAKFAST TIME : 06.00 – 10.00 AM</li></ul>
ROOM :	
VALID DATE :	

Jl. Raya Songgoriti 51 Batu – Malang East Java Indonesia  
Phone 0341 – 593551 – 593552 – 593553 – 593554 (Hunting) Fax. 0341 - 596407



Jl. Raya Songgoriti 51  
 Batu – Malang 65312  
 Phone. (0341) 593555 (Hunting) Fax. (0341) 593553

# VOUCHER

## KOLAM RENANG

Buka : 08.00 s/d 16.00 WIB  
 Berlaku untuk 1 Room

Barang hilang / rusak  
 resiko sendiri

songgoriti, .....  
 Yang menyerahkan



Jl. Raya Songgoriti 51  
 Batu – Malang 65312  
 Phone. (0341) 593555 (Hunting) Fax. (0341) 593553

# VOUCHER

## KOLAM RENANG

Buka : 08.00 s/d 16.00 WIB  
 Berlaku untuk 1 Room

Barang hilang / rusak  
 resiko sendiri

songgoriti, .....  
 Yang menyerahkan



**SONGGORITI RESORT**

Songgoriti - Batu - Malang

Telp. (0341) 91126

**OFFICER CHECK**

- |                                     |   |
|-------------------------------------|---|
| <input type="checkbox"/> COMPLIMENT | <input type="checkbox"/> HOTEL                  |
| <input type="checkbox"/> DUTY MEAL  | <input type="checkbox"/> P.T. BUMI MAS (PROYEK) |
| <input type="checkbox"/> MARKETING  |   |
| <input type="checkbox"/> TEST PANEL | DATE :  |

NAME : \_\_\_\_\_

MENU : \_\_\_\_\_ Rp. \_\_\_\_\_

\_\_\_\_\_ Rp. \_\_\_\_\_

\_\_\_\_\_ Rp. \_\_\_\_\_

\_\_\_\_\_ Rp. \_\_\_\_\_

OFFICER SIGN : \_\_\_\_\_

APPROVED SIGN : \_\_\_\_\_





**CHANGED DAY OFF / CANGED SHIFT**

No. B

DATE : \_\_\_\_\_  
DAY OFF : \_\_\_\_\_  
SHIFT : \_\_\_\_\_  
NAME : \_\_\_\_\_  
POSITION : \_\_\_\_\_  
DEPARTMENT : \_\_\_\_\_  
KEPERLUAN : \_\_\_\_\_

YANG MENUKAR DAY OFF / SHIFT

YANG DITUKAR

MENGETAHUI

( \_\_\_\_\_ )

( \_\_\_\_\_ )

( \_\_\_\_\_ )



**PERMINTAAN PEMBELIAN**  
**Purchase Requisition**

- Makanan
- Minuman
- Material

Tanggal Dipesan :  
Tanggal Diharapkan Tersedia :

NAMA BARANG / BAHAN	SATUAN	JUMLAH		TOTAL	KETERANGAN
		PERMINTAAN	PERSEDIAAN		

Dipesan Oleh :

Mengetahui :

Disetujui :

( \_\_\_\_\_ )

( \_\_\_\_\_ )

( \_\_\_\_\_ )





PERUSAHAAN DAERAH JASA YASA KABUPATEN MALANG  
HOTEL AIR PANAS ALAM SONGGORITI  
Jln. Raya Songgoriti 51 Telp. 593 555 (Hunting) Fax. (0341) 593 553  
BATU - MALANG

### KARCIS PEMANDIAN AIR PANAS

Kamar No. : .....

Mulai Jam : .....

Songgoriti, .....

Waktu 30 Menit.

Berlaku untuk 1 (satu) orang  
Barang hilang/tertinggal  
Resiko sendiri

**Rp. 3.000,-**

Termasuk Jasa Raharja Rp. 100,-

*Lembar Pengunjung*



Jl. Raya Songgoritti No. 51 Phone: (0341) 895881 - 895882 - 895883 - 895884 Fax: (0341) 896607, E-mail: [hr@hpa.com](mailto:hr@hpa.com)

# Certificate Of Attendance

This is to certify that *Mr / Mrs / Miss* **AHMAD MULYADI**  
*Completed* **ON THE JOB TRAINING**

*From* **JULY 03, 2006** *To* **AUGUST 15, 2006**

**PENI ASTRIAWATI, SH**

Management