

FINAL REPORT

**THE SERVICE IN FOOD AND BEVERAGE DEPARTMENT OF
ARYADUTA HOTEL AND CONVENTION CENTRE PALEMBANG**



**This report is written to fulfill one of the requirement of completing D3
program at English Department.**

By

M. CHERMUNANDAR SAPUTRA

0611 3090 0704

STATE POLYTECHNIC OF SRIWIJAYA

PALEMBANG

2014

APPROVAL SHEET

FINAL REPORT

**THE STUDY OF SERVICE IN FOOD AND BEVERAGE DEPARTMENT
OF ARYADUTA HOTEL AND CONVENTION CENTRE PALEMBANG**



By:

M. Chermunandar Saputra

0611 3090 0704

Palembang, 2014

Approved by,

First Advisor

Second Advisor

Dra. Sri Endah Kusmartini, M.Pd

NIP. 196612191991032002

Iskandar Rosyidin, S.Pd., M.Pd

NIP. 197006212002121001

**Acknowledged by,
Head of English Department**

Dra. Tiur Simanjuntak, M.Ed. M.

NIP. 196105071988032001

**THE STUDY OF SERVICE IN FOOD AND BEVERAGE DEPARTMENT
OF ARYADUTA HOTEL AND CONVENTION CENTRE PALEMBANG**

FINAL REPORT

By:

M. CHERMUNANDAR SAPUTRA

061130900704

Approved by the examiners committee

Signature,

Dr. Welly Ardiyansyah

ID. 197408172006041001

.....

Dra. Muwarni Ujihanti, M.Pd.

ID.195902171987032001

.....

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

ID. 197905072003122002

.....

Yusri, S.Pd, M.Pd.

ID. 197707052006041001

.....

STATE POLYTECHNIC OF SRIWIJAYA

PALEMBANG

2014

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 Service in Food and Beverage Department of Aryaduta Hotel and Convention Centre Palembang. This report is written to fulfill the requirement of Diploma Degree Graduation at State Polytechnic of Sriwijaya. The researcher would like to say thank you to my 1st advisor Dra. Sri Endah Kusmartini, M.Pd and 2nd Advisor Iskandar Rosyidin, S.Pd., M.Pd because without their guidance, the researcher cannot finish this report and thank you to Aryaduta Hotel and Convention Centre for giving a chance to observe in Food and Beverage Service Department.

The researcher realized that this report is still 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 report can fulfill the requirement of Diploma Degree graduation and useful for anyone, especially students in English Department of State Polytechnic of Sriwijaya.

Palembang, July 2014

The Researcher

Motto and Dedication

“LIFE GETS BETTER WHEN IT IS DONE HONESTLY”

Dedicated to:

- My beloved father and mother
- My beloved sisters and brothers
- My friends and English Department

ACKNOWLEDGEMENT

The researcher wants to thank to ALLAH Swt that gives chance for the researcher to finish this final report. During writing this final report, the researcher obtained any assistance, contribution, suggestions, advice and support from many people. Therefore, in this opportunity, the researcher would like to express his warmest thanks to:

1. Dra. Tiur Simanjuntak M,Ed.M as The Head of English Department
2. Munaja Rahma, S.Pd., M.Pd as the Secretary of English Department
3. My best advisors, Dra. Sri Endah Kusmartini, M.Pd and Iskandar Rosyidin, M.Pd who had given me advice, support and new knowledge in making this final report
4. All of my lectures in English Department who had given me much knowledgement for 3 (three) years
5. English Department Administrators, Mrs. Lina, Mrs. Wartu and Mr. Nanang
6. My awesome family, my parents, my sister, my brother who had given influences even high spirit during writing this final report
7. My lovely friends in English Department especially in the sixth semester
8. All people who had performed any assistance in finishing this final report that cannot mentioned one by one

Palembang, July 2014

The Researcher

ABSTRACT

The Study of Service in Food and Beverage Department of Aryaduta Hotel & Convention Centre Palembang

(M. Chermunandar Saputra, 2014, 29 pages)

The purposes of this report were to find out whether the staffs of Food and Beverage service do excellent service for the guest based on SOP of Aryaduta Hotel and Convention Centre Palembang and to find out whether the SOP of Food and Beverage Service of Aryaduta Hotel and Convention Centre Palembang related to international SOP of Food and Beverage Service. It was a qualitative survey research. To collect the data, an observation and an interview were conducted to 9 staffs of Food and Beverage Service Section. The results showed that some of the waiters and waitresses did not serve the guests when the guests had their seat in Buffet Service. They did not serve bread and butter and did not present the bill in Ala' Carte Service. Those were happened when the restaurant was full. Meanwhile, the SOP of Food and Beverage Service at Aryaduta Hotel and Convention Centre Palembang and the SOP of Food and Beverage Service mentioned by the expert was similar. It is suggested that the waiter/waitress obey the whole SOP of Food and beverage service as it has been issued by Aryaduta Hotel and Convention Centre Palembang in order to keep the reputation of the hotel.

TABLE OF CONTENT

TITLE	i
APPROVAL SHEET	ii
EXAMINERS SHEET	iii
PREFACE	iv
MOTTO AND DEDICATIONS	v
ACKNOWLEDGEMENT	vi
ABSTRACT	vii
TABLE OF CONTENTS	viii
CHAPTER I INTRODUCTION	
1.1. Background	1
1.2. Problem Formulation	3
1.3.Purposes	3
1.4. Benefit	3
CHAPTER II LITERATURE REVIEW	
2.1. Service Excellence	5
2.2. Food and Beverage Service	6
2.3. Type of Service	7
2.4. Standard Operational Procedure	9
2.4.1 Buffet Service	12
2.4.2 Ala' Carte Service	13
CHAPTER III RESEARCH METHODOLOGY	
3.1. Researcher Method	17
3.2. Population and Sample	17
3.3. Instruments and Data Collection.....	17
3.3.1 Interview	17

3.3.2 Observation	18
3.4 Data Analysis	18

CHAPTER IV FINDINGS AND DISCUSSION

4.1. Finding	19
4.1.1. SOP of Buffet Service.....	20
4.1.2. SOP oervice	21
4.2. Discussion.....	26

CHAPTER V CONCLUSION AND SUGGESTION

5.1. Conclusion.....	28
5.2. Suggestion	28
5.2.1 For supervisor	28
5.2.2 For the staffs	29
5.2.3 For the Aryaduta Hotel.....	29
5.2.4 For the students	29

REFERENCES

APPENDIX