

CHAPTER V

CONCLUSION AND SUGGESTION

5.1 Conclusion

From the observation, it was found that some waiters/waitresses did not serve the guests when the guests had their seat. They escort the guests to their tables but they did not whoop the chairs up. They also did not prioritize the lady. It happened especially when the restaurant was full as it was written in SOP of Buffet Service of Aryaduta Hotel and Convention Centre Palembang.

Furthermore, the researcher also found that some of the waiters/waitresses did not serve bread and butter and did not present the bill in Ala' Carte Service. It was not suitable with the SOP of Ala' Carte Service. It happened when the restaurant was full.

Based on the observation conducted by the researcher, 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.

5.2 Suggestion

The following are the suggestions for supervisor, staffs, and top management of Aryaduta Hotel and Convention Centre Palembang which is located at Jl. POM IX beside Palembang Square and the suggestion for the students of English Department Sriwijaya State Polytechnic.

5.2.1 For supervisor

Supervisors should give more attention to their employees in performing stages of SOP, so that the employees conduct the SOP well in serving guests from welcoming the guest until leaving the guest.

5.2.2 For the staffs

The waiter and the waitress have to work efficiently in running up the Standard Operational Procedure of the hotel so that the staffs will give excellent service to the guest.

5.2.3 For the Aryaduta Hotel

The manajement should make sure that each employees will obey the SOP so that the hotel will not get bad impact.

5.2.4 For students

The results found can be used as a lesson for the students to know more about the SOP of Food and beverage Service of Aryaduta hotel and Convention Centre Palembang which is located at Jl. POM IX beside Palembang Square.