

Final Report

The Study of Standard Operational Procedure of Room Service in The Aryaduta Hotel Palembang



This report is written to fulfil the requirement of Final Report

By :

Derry Pranata

061130900674

STATE POLYTECHNIC OF SRIWIJAYA

PALEMBANG

2013

Motto and Dedication

*"Do whatever you like, be
consistent, and success will come
naturally. "*

Dedicated to:

- My beloved father and mother
- My beloved brother and sister
- My friends and English Department

PREFACE

First of all, the writer would like to say thanks to Allah SWT for the blessing the writer, so that the writer can finish the final report entitled “**The Study of Standard Operational Procedure of Room Service in the Aryaduta Hotel Palembang** “.

”This report is written to fulfill the requirement that must be taken in English Department, State Polytechnic of Sriwijaya. This report has been created since April until July 2014. On this occasion, the writer expresses the appreciation to all those who have been involved in the making process of this report, which the writer cannot mention one by one. The writer realizes that this final report is still far from being perfect, both of materials and presentation techniques, the lack of knowledge and experience of the writer. Therefore, the writer needs suggestion or comment from all readers. Finally, the writer expects that this report can give advantages and usefulness for the students of English Department at State Polytechnic of Sriwijaya.

Palembang, July 2014

The writer

ACKNOWLEDGEMENT

Finally, this report is completed. Therefore, the writer wants to say thank you to Allah SWT for all of his blessing. In this opportunity, the writer would like to express deep gratitude to the entire participant for their encouraging advice, valuable, kind guidance during this final report. The writer would like to thank to:

1. Dra. Tiur Simanjuntak, M.Ed. M. As the first advisor and head of English Department
2. Yusri, S.Pd, M.Pd as the second advisor
3. All staffs in English Department
4. My parents, brother and sister
5. My friends in English Department
6. All staffs in the kitchen restaurant at Aryaduta Hotel Palembang

Last, the writer would like to thank to all parties who have helped and gave contribution directly and indirectly for the writer during writing this final report who cannot be written one by one. The writer hopes this final report may give some benefits. However, this final report is far from being perfect, therefore any criticisms and suggestions are always welcome.

The Writer

ABSTRACT

THE STUDY OF STANDARD OPERATIONAL PROCEDURE OF ROOM SERVICE IN THE ARYADUTA HOTEL PALEMBANG

(Derry Pranata, 2014, 25 pages)

The title of this report is “The Study of Standard Operational Procedure of Room Service in the Aryaduta Hotel Palembang”. The problem of this study is ‘Has Standard Operational Precedure of Room Service in the Aryaduta hotel Palembang been standard and what are The Standard Operational Procedure of room service in the Aryaduta Hotel Palembang?.’

The purpose of this study is to know what the Standard Operational Procedure of room service in the Aryaduta hotel Palembang is standard and what the Standard Operational Procedure of room service in the Aryaduta hotel Palembang. The writer applied qualitative descriptive method. The data were collected by observation for employee working performance in food and beverage service department and interview. From the data, the writer calculated the result of observation and interview into percentage then the writer described the data and made an analysis. Based on the analysis, the writer found some employees in food and beverage service department did not take their job based on the criteria that should be completed as an employee to do room service quality correctly in the Aryaduta Hotel Palembang.

Keyword Service, Aryaduta

TABLE OF CONTENT

TITLE SHET.....	i
APPROVAL SHEET	ii
PREFACE	iii
ACKNOWLEDGEMENT	iv
ABSTRACT.....	v
CHAPTER I INTRODUCTION	
1.1 Background	1
1.2 Research Question and Purpose	2
1.3 Benefit	4
CHAPTER II LITERATURE REVIEW	
2.1 Hotel.....	5
2.2 Food and Beverage Department.....	5
2.2.1 Food and Beverage service	6
2.2.2 Food and Beverage product	7
2.3 Waiter and Waitress	8
2.4 Room Service	9
2.5 The Arrangement of Employees Room Service.....	9
2.6 Equipments For Room Service	10
2.7 Standard Operationalprocedure room service.....	12
CHAPTER III RESEARCH METHODOLOGY	
3.1 Method of Research	20
3.2 Place of Research	20
3.3 Technique for Collection Data	20
3.3.1 Observation	20
3.3.2 Interview	21
3.4 Technique for analyzing the data	21
CHAPTER IV FINDING AND DISCUSSION	
4.1 Finding	22
4.2 Discussion	23

CHAPTER V CONCLUSION AND SUGGESTION

5.1 Conclusion.....	24
5.2 Suggestions.....	25