

# **CHAPTER I**

## **INTRODUCTION**

### **1.1 Background**

Accommodations is a place at which a traveler can obtain a bed (and usually food) while on a trip. Accommodation refers to hotels or other places where a traveler can find rest and shelter (Soekresno, 2001: 17). Based on the idea the writer conclude, besides providing a room hotel also food and beverages for traveler or the guests.

Hotel is a business that provides lodging and meals for local or foreign tourist. A hotel may be defined as establishment whose primary business is providing lodging facilities for the public and which furnishes one or more of the following service, laundring of linens, and use furniture and fixtures (Marsum, 2005: 26). It means that hotel is an establishment held by the preprietor as offering food, drinks and sleeping accommodation without special contract to any traveler, able and willing to pay reasonable sums, who is fit to be received.

Hotel is one example of hospitality industries. Hotel is a service industry whose primary business is providing lodging, meal, drinks and etc for general public (Sulastriningrum and Sugiarto, 2003 :3). To support the business hotel has several department, they are housekeeping department, food and beverage department., front office department, and so on. Each department has its own duties, for example housekeeping is responsible for handling the room treatment, Food and Beverage Department is responsible for managing meals and drinks and etc.

Many hotels have been built to accommodate visitors that come to Palembang. This condition demands human resources who have professional skills in tourism services and can provide service bilingually. Apprentice at hotel is one of the English department programs. In this case, the Aryaduta Hotel Palembang is the right choice.

Food and beverage department is divided into two sections. They are food and beverage product (kitchen, garde-manger, and pastry) and food and beverage service (restaurant, coffee shop, room service and bar). Both sections have relationship that must support each other. Food and beverage service is a section that gives service directly to the guest. It is the most important part of food and beverage department.

Room Service is a part of food and beverage service, which provides food and beverage service in the room. (Surata, I Gede, 2012:12) Room service is also called "In-Room Dining". Function room service itself that serves food or drink in the hotel rooms and also include taking orders (taking orders), prepare, present in the room, and take back the equipment that has been in use from the room. In general, room service operates 24 hours ready for serving food and beverages for breakfast, lunch, dinner, and supper (midnight meal). There are procedures such as the use of proper and efficient room service trolley, food heater (an offensive image), tray, and others. The composition and number of officers in a hotel room service depending on the size of the hotel and as for positions that are always present in the structure of Room Service Room Service Manager. Room Service Captain, Room Service Order Taker, Room Service Waiters.

The learning of room service is very important to the employee hotel or trainer in the Aryaduta Hotel Palembang. Problems in implementation of room service often occurs in the scope of room service. By the presence of learning about room service, Employees and job our trainer hotel can handle it quickly, efficient without experience in implementing the control room service well without obstacles can slow the course of room service. Standard Operational Procedure is made for standing the quality and the result of the job, with the Standard Operational Procedure therefore the job that connected with food and beverage will be easier to be done, the guest will be customary with the system of service (Rymberthus, 2003:1). Standard Operational Procedure is created for giving the guests satisfaction. The main tasks of room service in the Aryaduta Hotel Palembang includes: Prepare and arrange all the necessary equipment, including a working space. Keep everything ready and sufficient operating room

service to be used, take and accurately, noted customer orders good and directly via telephone or written through door knob the menu, serves food and beverages appropriately and quickly, both the type and amount of food, time and room number are ordering as well as the tools used, clear-up retrieve and clear-up equipments to room service which has been used and subsequently brought into the wash.

Based on the above explanation, the writer is interested in observing **The Study of Standard Operational Procedure of Room Service in the Aryaduta Hotel Palembang “.**

### **1.2.1 Research Question**

From the background above, the research question of this final report is “Has Standard Operational Procedures of Room Service in the Aryaduta hotel Palembang been standard if yes, what are The Standard Operational Procedures of room service in the Aryaduta Hotel Palembang?”

### **1.2.2 Research Purpose**

Based on the research question, the purpose of this study is to know whether or not Standard Operational Procedures of Aryaduta hotel Palembang is standard, and to know the Standard Operational Procedures of room service in the Aryaduta Hotel Palembang.

### **1.2.3 Benefits**

The benefits of this final report are

#### **1. For society**

It will give information to Staff hotel about the Standard operational procedure of Room Service in The Aryaduta Hotel by the writer.

## 2. For student

It will give knowladge to the student of English Business Hotel and Tourism of State Polytechnic of Sriwijaya Palembang about SOP of Room Service.