

CHAPTER V

CONCLUSION AND SUGGESTION

There are two things to be discussed in this chapter: conclusion and suggestion. First, the conclusion, it explains about the conclusion of discussion in chapter four. Second, the suggestion explains about some inputs from the writer to waiter/waitress Food and Beverage Service Department especially in room service at Hotel Aryaduta Palembang.

5.1 Conclusion

Supervice can start from the discipline, initiative, cooperation, responsibilities, the using of Standard Operational Procedure when taking a job and the performance of employee. So, the Standard Operational Procedure of room service in the Aryaduta hotel palembang such as Order Taking Procedures, Setting up of Tray / Trolley, Delivering the order in Room, Preparing the Tray / Trolley for delivery, Tea / Coffee Service, Clear up the Tray, Presenting the Bill, CIP / VIP Amenity Service, Morning Shift Check List, Evening Shift / Night Shift Check List, Take Away (Parcel) Order Procedures, Suggestive Selling & Up Selling.

From the explaining above, the writer concluded that good or bad the SOP of room service in the Aryaduta hotel Palembang

5.2 Suggestion

From the conclusion above, the writer wants to give some inputs to waiter/waitress in Food and Beverage Service Section in Hotel Aryaduta Palembang. They are:

1. Supervisor or captain should be give a more knowledge about the service and always supervice waiter or waitress when doing to room service.

2. The Aryaduta hotel Palembang should give training to the staffs in Food and Beverage Service Department. It will make staff in this Department focus to do their job based on Standard Operational Procedure of Service of room service in Aryaduta Hotel Palembang.
3. The Aryaduta Hotel Palembang should give punishment to the waiter/waitress if they did not apply their job based on Standard Operational Procedure of room service.