

FINAL REPORT

**PROBLEMS ENCOUNTERED BY BANQUET SECTION IN HANDLING
EVENTS AT ARYADUTA HOTEL PALEMBANG**



**This final report is written as one of the requirement to finish Diploma III
Program at English Department**

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STATE POLYTECHNIC OF SRIWIJAYA
PALEMBANG
2014

APPROVAL SHEET

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EVENTS AT ARYADUTA HOTEL PALEMBANG**



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PREFACE

First of all, the writer would like to perform the gratitude Allah SWT for the mercy that has been given to the writer so that the writer could finish the final report. The writer also would like to express the warm east gratitude to the noble prophet Muhammad SAW, for warning and remembering every kindness or fault occurred. Eventually, this report is written as one of the requirement to finish Diploma III program at English Department, which entitled “Problems Encountered by Banquet Section in Handling Events at Aryaduta Hotel Palembang”. This final report describes about the problems, causes, and the solution in handling events of banquet section at Aryaduta Hotel Palembang.

The writer considers that in writing this final report still has many insufficiencies and it is far from perfect. It is caused by the limitation in experiences, ability and knowledge the writer has. Therefore, the writer expects the readers can give suggestion and critics for this final report.

Finally the writer expects that this report can give advantages and usefulness especially for the students of English Department.

Palembang, July 2014

The writer

MOTTO and DEDICATION

**“DO NOT BE AFRAID TO MOVE, BECAUSE THE DISTANCE OF 1000
MILES STARTS BY A SINGLE STEP”**

**“INTELLIGENCE IS NOT THE DETERMINANT OF SUCCESS, BUT
WORK HARD IS THE REAL DETERMINANT OF YOUR SUCCESS”**

Dedicated to:

- My Beloved Parents and Families
- My Beloved Advisors
- My Lecturers
- My Beloved Boyfriend
- My Beloved “Ucul-Ucul”
- My Beloved “Rombongan Mike”
- My Classmate
- All of My Friends

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This final report is to fulfill the requirement for Diploma III Majoring in English Department Study program Hotel and Tourism Industry of State Polytechnic of Sriwijaya Palembang.

The writer realizes that in this final report there are so many mistakes and weaknesses that caused by lack information, knowledge, and ability which the writer has. Therefore, the writer needs suggestion and advices to improve information, knowledge, and ability for the writer particularly with pleasant.

The writer finishes this final report because of helping from every aspect which cannot be explained one by directly and indirectly. In this opportunity, the writer does not forget to say thanks to every people who help me to finish this final report. The writer wants to say thanks to:

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"Nobody is perfect". This proved remembers us that all the things in this life are not perfection and also in this final report.

Hopefully, this final report can give advantages and contributions for all the people' needs.

Palembang, July 2014

Oktaliana

ABSTRACT

PROBLEMS ENCOUNTERED BY BANQUET SECTION IN HANDLING EVENTS AT ARYADUTA HOTEL PALEMBANG

(Oktaliana, 2014, 29 pages, and 2 tables)

The purposes of this report are to identify the problems encountered by the banquet section in handling events at Aryaduta Hotel Palembang, to find out the causes of the problems and to investigate the solution of the problems. In this research, the data were collecting through observing banquet section directly, interviewing one manager and two supervisors, and distributing questionnaire to all the banquet staffs at Aryaduta Hotel Palembang. The findings show that there are eight problems faced by banquet section, including the increased number of guests, bad coordination with other departments, miscommunication among banquet staffs, lack and broken of tools and equipment, extra service, the guests' pathways in and out, and limited workers. The problems happen because of more than the capacity, misunderstanding, different views, technical error, limited and broken tools and equipments. To solve those problems, the banquet section at Aryaduta Hotel Palembang has their own solutions. The solutions are meeting, internal briefing, borrow tools and equipment from other hotel, open the door of ballroom, and recruit the daily workers. Thus, the banquet section at Aryaduta Hotel Palembang solves the problems based on the causes of the problems.

Key words: Problems, encountered, Banquet section, Aryaduta Hotel.

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