

CHAPTER V

CONCLUSION AND SUGGESTION

5.1 Conclusion

From the data analysis in findings and discussion, the writer concludes that there are eight problems encountered by banquet section in handling events at Aryaduta Hotel Palembang namely: the increased number of guests, bad coordination with other departments, miscommunication among banquet staffs, electricity, lack of tools and equipment, extra service, pathways in and out, and limited workers. Among those problems, the most frequent problem is the problem dealing with increased the number of guests because this problem occurs in every event (Standing Party, Ciatok, Meeting/Convention events, Birthday Party, and Graduation Ceremony) that is held at Aryaduta Hotel Palembang.

Those 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 based on the causes of the problems. However, there are three solutions that have not been efficient yet. They are contact the committee in the middle of event when there is the problem concerning with increased number of guests, contact the engineering when there was a problem about electricity, and polish the clean tools and equipment when the problem regarding to the lack of tools and equipments happens. These solutions are not efficient because these solutions need much time in implementation.

5.2 Suggestion

After knowing the problems encountered by banquet section, the writer would like to give some suggestions to Aryaduta Hotel Palembang. First, the writer suggests to the hotel make the solution more efficient by asking one of the banquet staff to stand by near the checker. Therefore, when there is the

problem dealing with increased number of the guests, the staff can contact the committee at the beginning of the event so that the kitchen staff can cook the additional food quickly without having hurry. Second, the writer suggests to the banquet manager contacts and asks one engineering staff to stand by in a ballroom during the event. Therefore, when there is an electricity problem, the engineering can solve it quickly. Last, the writer suggests to the management of Aryaduta Hotel Palembang buy the lack of tools and equipment for supporting the banquet staff job.