

## **CHAPTER I**

### **INTRODUCTION**

This chapter presents background, problem, research focus, purpose and benefit.

#### **1.1 Background**

Tourism industry is one of the important sectors to increase foreign exchange from tourism destinations, culinary and accommodations in an area, a city or country. Its incomes are taken from the device that comes from tourism sectors such as tourism destinations that give contributions from charge of visitors. It is also able to decrease unemployment by recruiting the volunteer employees. For example, the last program of our government in Palembang, Musabaqo Tillawatil Qur'an (MTQ) in 2014. This event required a lot of labors to run that activity. There was an activity to develop tourism industry in our city, such as organizing big events. This program had a big effect directly from tourism activities in Palembang. Consequently, our city is more well-known than before. Many visitors both domestic tourists and foreign tourists come to Palembang.

Tourism is travel or leisure activities done by individuals or groups to find tranquility and pleasure within a certain time. Andrews (2008, p.17) mentions tourism is an act of traveling away from home, mostly to get a leisure. In the other hand tourism is an activity of traveling away from home, to get leisure within a certain time. Tourism depends heavily on infrastructure, which is generally a complex system of interconnected structural elements to make travel possible. Tourism development provides some services to support it, such as travel and its accommodation. Accommodation is one of tourism infrastructure. Tourism infrastructure is a component of region tourist product. An infrastructure is comprised of basic device, buildings and service institutions, whose existence is crucial to properoperating of economy and society (Panasiuk, 2007, p.1). Gawoerecki, 2003 mentions an infrastructure is divided into two parts that consist of technical and social. Technical infrastructures includes basic use in transport, communication, gas, heat, power and road industry. Social infrastructures includes devices and institutions

connected with education, culture, science, health, physical culture and tourism public administration including hotel. Hotel is an important part of tourism infrastructure because tourists need to sleep at the end of their day.

Hotel is one of hospitality industries that serves for general public in primary businesses, provides lodging, meal, drinks, and etc. (Sulastriningrum and Sugiarto, 2003, p.3). Hotel has several departments that consist of two parts. There is front of house that consists of hotel marketing, human resource department and front office department. Then back of house that consists of food and beverage department, housekeeping department, accounting department, engineering department and security department. Each department has its own duties. On other hand, housekeeping department is responsible for handling the room treatment, Food and beverage Department is responsible for meaning meals and drinks. On the other words, food and beverage department is one of department that supplies income for hotel. Food and beverage department is divided into two sections. They are food and beverage product including: main kitchen, satellite, garden manager, and pastry, then food and beverage service including: restaurant, coffee shop, room service and bar. Both sections have relationships that support each other. Food and beverage service is the most important part of food and beverage department that serves its guests directly. It must have good management and some rules to manage its operation.

Good service is an important thing to make customers comfortable and satisfied coming in a hotel. The management of each hotel always tries to increase their service quality to increase rating of room sold. Soekresno (2001, p.39-43) mentions a hotel should be able to give food service to the customers of hotel industry. He examines the service quality in an international hotel specialty in food and beverage department. He measures the importance of each specific dimension of service quality for users of hotel in Turkey. Finally, he concludes that users of Turkish four and five star hotels receive their guests friendly, courteously, hygienically and provide service but without special personalized attention.

Aryaduta hotel and convention center Palembang is one of hotels that have complete organization chart. The Aryaduta Palembang is a hotel which officially began its operation on September 1<sup>st</sup> 2008. Aryaduta hotel is located on JL.POM IX Palembang square which was formerly Aston Palembang hotel. The recent general manager is Mr. Bramwell Roman Pierce who comes from Dutch and is formally managed by Lippo karawaci group.

The Aryaduta hotel has about 150 employees and some daily workers. This modern hotel and convention center has 18-storey atrium hotel offering 174 rooms with different classification, they are superior rooms, superior club rooms, deluxe rooms, junior suite, executive suite, and Aryaduta suite. Each suite is completed with many accommodation amenities such as satellite televisions, AC, hair dryers, telephones, dressing tables, mini bars, and bath rooms with shower and bathtub, slippers, cupboards, sofas, writing tables, complimentary coffee and tea.

Aryaduta hotel Palembang has 18 floors with 174 rooms, 3 meeting rooms, 3 boardrooms and the grand ballroom. It provides some types of rooms, such as Superior, deluxe, superior clup, deluxe clup, junior suit, executive suite and presidential / Aryaduta suite rooms. The rooms have modern style and divided into smoking and non-smoking rooms. The rooms are equipped with queen-size, double or twin beds. Their facilities with a sofa, a private toilet, and bath with shower, bathtub, mini-bar, multichannel TV cable, IDD telephone, and free internet access in each room. other amenities are including a luggage rack, safety box, hair dryer, iron, ironing board, writing desk and chair . The guests also can use the fitness centre and swimming pool for free. For suite rooms and club rooms , the guests also get more facilities and benefit with free access to Executive Lounge (EL) and use all of facilities in there, such as using the meeting room for free for 2 hours , having breakfast and afternoon snack at EL and get fresh fruits from for their rooms and getting free internet access.

Based on the above explanation, the writer is interested in observing job relations among food and beverage department and other departments in Aryaduta hotel and convention center Palembang.

## **1.2 Research Focus**

Based on the above explanation, writer wants to explain the relationship among food and beverage department and other departments.

## **1.3 Problem Formulation**

What are the relationships among food and beverage department and other departments?

## **1.4 Research Purpose**

To know work relationship among food and beverage department and other departments.

## **1.5 Research Benefit**

1. For writer  
To make the writer understand the relationship between food and beverage department and the other departments.
2. For readers  
Make the readers know about the relationship between food and beverage department and the other departments.