

CHAPTER V

CONCLUSIONS AND SUGGESTIONS

This chapter presents the conclusions and suggestions.

5.1 Conclusions

There are three conclusions that can be drawn from the observation job relation among food and beverage department and other departments at Aryaduta Hotel and Convention Center Palembang. First, there are seven departments in Aryaduta hotel which have job relation with food and beverage department. Those departments are Sales and marketing department, Human resource department, Front office department, Housekeeping department, Accounting department, Engineering department and Security department. Second, main task of food and beverage department for all of those departments are to prepare and serve meals for lunch and dinner for all of employees in all of departments in hotel and the last is there is no departments that do not have relation with food and beverage department because every department in Aryaduta hotel has their own tasks and relation to food and beverage department

5.2 Suggestions

Based on the results of the research conducted at The Aryaduta Hotel and Convention Centre Palembang, the writer suggests that Aryaduta hotel should have a chart of the relationship of cooperation among the department at Aryaduta so all employees can understand what their duties and their cooperation with other departments in written form. Considering English department at State Polytechnic of Sriwijaya provides subject related to job description and job performance in such departments as Food and Beverage Service and Product, Housekeeping, Front Office, and Sales and marketing management. The writer suggests as follows : the English department should provide a one day time of hotel simulation in which the students act out their roles of hotel staff in accordance with their theoretical knowledge of hotel service and management which they have been learning.