

## **CHAPTER V**

### **CONCLUSION AND SUGGESTION**

In this chapter, the writer will discuss conclusion and suggestion in the kitchen restaurant at Aryaduta Palembang Hotel.

#### **A. Conclusion**

Based on the facts described in previous chapter, the writer concluded that there were some problems faced by waiters and waitresses in delivering service at The Kitchen Restaurant.

After did an observation the writer found that there were twelve problems faced by waiters and waitresses in the Kitchen Restaurant of Aryaduta Hotel. They were Flicking finger, waiting the guests to decide the order for so long, children walking around in the restaurant, too many questios, complaint, reservation the table, changing, adding, and decreasing the item of food in one time, touching part body's waiter or waitress, go away without paying the bill, forget the time after finish the meal, family Guest or kids, language, price, wrong informing the room number, BEO (Banquet Event Order), lack of beverage, misunderstand with another section, the guest who did not bring breakfast coupon, lack of staff, and lack of equipment

Meanwhile after the writer had interviews with seven waiters and waitresses in restaurant there were six of twelve problems from the observation data really faced by them and could be big problem during they were serving the guests. They were flicking fingers, children walking around in the restaurant, complaint, go away without paying the bill, and forget the time after finish the meal family Guest or kids, language, price, wrong informing the room number, BEO (Banquet Event Order), lack of beverage, misunderstand with another section, the guest who did not bring breakfast coupon, lack of staff, and lack of equipment.

## **B. Suggestion**

From the discussion, the writers want to give some suggestions. The suggestions are as follows:

### **1. For the Aryaduta Hotel**

Give the waiters and waitresses a guidance to minimal the problems that faced. Retrain the staff of food and beverage service especially for the waiter and waitress to remind them in daily operational activity.

### **2. To hotel staff**

The waiter and waitress have to work efficiently and obey the Standard Operating Procedures of food and beverage service also should be able to speak English. Besides, the waiters and waitresses have to ask the manager if cannot handle the problems. And also all of

### **3. To students**

The students should learn how to handle the problems that faced in delivering service so it can be better in the future.