

# CHAPTER I

## INTRODUCTION

### 1.1 Background of Study

Tourism development in Bali has been increasing rapidly since the Covid-19 pandemic hit Indonesia. Foreign tourists started coming to Bali for vacation which has both negative and positive sides for the tourism industry there are so many hotels in Bali to stay in a while on vacation that every hotel must have facilities, one of which is a restaurant. The restaurant is where the customer can eat and drink with full equipment. Rachman (2019) stated that a restaurant is a place of residence that serves food and drink for the guests' consumption and is equipped with equipment for the storage, display, and sale of the food and drink to the public on a commercial basis. There are two departments in the hotel restaurant including the products and services. In addition, Rachman (2019) stated that the Food and Beverage Department is the department in charge of the food and beverage which is divided into two sections such as the food and beverage service (restaurant and room service) and the food and beverage product (kitchen).

Therefore, in the current development of tourism and culture that exists in every other country learning about culture is not only about Indonesia but other countries as well. Learned culture is not just about grooming, lifestyle and communication but also about the culture of table manners according to Salamadian (2020), table manners mean eating procedures including how to sit,

how to use dishes and the label applied when to eat each country has its own uniqueness so in a fully digital age and supported by current tourism developments. It makes it easy to find information about the culture in other countries according to Yulianti (2015), intercultural understanding simply refers to people's basic ability to recognize, interpret and respond appropriately to people accidents or situations prone to misunderstanding due to cultural differences.

With table manners we can learn to eat the food offered from starters to main courses to desserts. Then there is banquet etiquette which manages proper food, how to sit, how to talk, how to use cutlery, and even how to drink from the available glasses. Therefore, proper table manners are required to avoid becoming obsolete or embarrassed when invited to an official dinner eating etiquette is not unique to Western countries in other countries like Japanese food etiquette is well known in Indonesia.

Based on this experience, the writer chose the vocational training program at Nugraha Lovina Seaview Resort and Spa as a waitress in the food and beverage sector. During the in-service training program the writer discovered several issues that affected the feelings and experiences of guests during their visit to the hotel. The writer gain experience in dealing with guests and directly sees food etiquette in various countries such as Japanese and France visiting hotels. The writer is interested in finding a way to serve the guests he meets in the restaurant operations of Nugraha Lovina Seaview Resort and Spa.

## **1.2 The Statements of problem**

Based on the background study, the research problems can be stated as follows:

- 1.2.1 What distinguishes Japanese from France in table manners?
- 1.2.2 How do waiters at Nugraha Lovina restaurant handle guests from France and Japanese in a table manner?

## **1.3 Purposes of the study**

Based on the above statement of the problem, the purpose of this study is:

1. To explain the difference in cross cultural understanding in a table manner in France and Japanese.
2. To find out how waiters serve guests from France and Japanese in a table manner at Nugraha Lovina restaurant.

## **1.4 Significance of the study**

### **1.4.1 For researcher**

This study can be used as references and study materials in the table manner of the country of France and Japanese, can enhance knowledge and improve skills of serving guests from the French state and Japanese in a table manner in order for guests to feel satisfaction of visiting your restaurant from which this research can be reflected well.

### **1.4.2 For students**

This study can enhance students' knowledge of the job description of food and beverage service staff and of the table manner differences of the French and Japanese states and the student will know how to hold guests from the French state and Japanese at table manner. This may

prepare them before they obtain employment at hotels especially at restaurants or food and beverage services.

#### 1.4.3 For institution

This research may be used as supplementary teaching material in the class for students to know more about food and drink services, especially in a table manner as well as to find out the actual situation in the field and can provide additional material with an analyzing table manner culture in France and Japanese.

### **1.5 Scope of Study**

This research aims to analyze in the field of ethical culture at the table manner in Asia and Europe, for example Japanese and France. Therefore, the writer takes data from the Nugraha Lovina Seaview Resort and Spa hotel, and takes data directly to see and serve guests from Japanese and France when they eat, the data taken will then be processed and adjusted to the presentation found.

