

LAMPIRAN-LAMPIRAN

Lampiran 1. Sejarah Hotel Bali Taman



SEJARAH BALI TAMAN BEACH RESORT & SPA

PERIODE AWAL

OWNER : BAPAK IKETUT ENGLAN (Alm) & IBU DARAWATI

Bali Taman Hotel berdiri tahun 1989, dengan status hak milik penuh perorangan seorang Pengusaha Buleleng Bapak Ketut Englan dan Ibu Darawati selaku Pemilik. Beroperasi penuh (Grand Opening) tepatnya pada tanggal 24 Agustus 1989 dan peresmian dilakukan langsung oleh Bapak Bupati saat itu dijabat oleh Bapak Ginantra, dengan nama Bali Taman Hotel.

Mengawali oprasionalnya dengan jumlah kamar yang sangat terbatas yaitu sebanyak 10 kamar type Deluxe dengan open bathroom, 1 Restaurant dan 1 Swimming pool dan bar dengan memperkerjakan karyawan dengan jumlah saat itu 25 orang karyawan. Promosi awal masih dilakukan sangat sederhana dengan bekerjasama dengan guide local dan kebanyakan mengandalkan tamu local / domestik saja.

Sejalan dengan perkembangan Pariwisata Bali keseluruhan , dampak tingkat hunian kamar Hotel Bali Taman terlihat mengalami peningkatan sehingga The Owner Bapak Ketut Englan mulai bertahap melakukan pembenahan fasilitas Hotel seperti menambah jumlah kamar serta menambah luas areal lahan hotel. Pada tahun 1992 tanah sebelah timur Hotel yang masih berupa persawahan seluas 80 are dibeli oleh Owner. Sebuah lapangan tenis dan Meeting Room juga dibangun. Meeting Room yang berkapasitas 250 orang dengan fasilitas mewah

seperti AC, OHP, Sound system sehingga menjadi seperti sekarang ini dengan total luas areal kurang lebih 1 hektar, status hotel Melati.

Melalui usaha dan kerja keras yang berkesinambungan, operasional Bali Taman Hotel yang masih sangat sederhana tersebut pada tahun 1999 pihak Owner mulai melakukan terobosan baru meraih pangsa semua pasar untuk bisa mendongkrak tingkat hunian hotel. Pengembangan dan peningkatan Sumber Daya Manusia (SDM) secara bertahap, karyawan dilatih terus untuk mengimbangi keperluan tamu dengan mengedepankan pola Kebersamaan dan Tali Management Kasih yang terbuka luas terhadap seluruh Karyawati. Kerja keras tersebut membuahkan hasil dengan meningkatnya jumlah tingkat hunian kamar yang melaju pesat dari tahun ketahun. Fasilitas lain yang mulai dibangun seperti : Open Stage, Deluxe Room, Family Suite Ocean Room serta Spa.

Status Hotel setiap tahunnya mengalami peningkatan dari Pondok Wisata, Hotel Melati 1, sampai akhirnya meraih status Hotel Melati 3. Pada Tahun 2001 Bali Taman Hotel berubah nama menjadi Bali Taman Resort & Spa, dengan memperkerjakan tenaga kerja kurang lebih 50 orang karyawan dengan latar belakang pendidikan D1/D2 dan SMU. Secara keseluruhan total jumlah kamar yang ada sekarang di Bali Taman Resort & Spa menjadi 2 Type Family Suite Room, 20 type Deluxe Room, 8 type Standard room Building sehingga total keseluruhan menjadi 30 kamarPerusahaan

BAPAK KETUT ENGLAN (OWNER) meninggal 23 Agustus 2015

PERIODE SELANJUTNYA

Beberapa team yang datang silih berganti untuk melanjutkan program program kedepannya, dan beberapa Pimpinan yang pernah mengelola Bali Taman seperti

1. Bapak Gede Ketut Anom
2. Ibu Cherah Pepita
3. Management Interpoint
4. Bapak Wayan Sudartayana

Selanjutnya di tahun 2020 ini di ambil alih oleh

Owner : BAPAK GEDE PUSAKA HARSADENA dan
IBU DARAWATI ENGLAN

EXECUTIVE LEVEL

General Manager : Ketut Wirya
Operation Manager &
Sales Manager : Nyoman Widiasa

DEPARTMENT HEAD/Mgr dan SUPERVISOR LEVEL

Housekeeper : I Made Wisada
Accounting SPV : Ni Ketut Ari Rahayuni
Head Cook : Putu Kharisma Aristiani
FO Spv : Jon Sukiada
Bar & Res Spv : Kadek Darmawan
Asst. Cook : Wayan Sumerta
Engeneering SPV : Made Darmawan
Security Spv : Komang Susila Darma

Nama : Bali Taman Beach Resort & Spa.

Tipe Kamar : Suite, Deluxe, Superior

Jumlah Kamar : 35 Kamar,

1. Family Suite - 2 kamar,
Suite - 3 kamar,-----5 Kamar
2. Deluxe Cottage - 10 kamar
Deluxe Bungalow - 8 kamar
Deluxe Building - 8 kamar -----26 Kamar
3. Superior - 4 kamar -----4 kamar

Dan Pada Bulan Maret 2018, Management mengadakan Renovasi pada kamar Deluxe Building (8 kamar) untuk membuat lebih bagus sehingga terjadi perubahan tipe kamar, dan mulai dijual Bulan Juli 2018

HOTEL FACILITIES :

1. Swimming Pool
2. Teratai Spa
3. Restaurant & Bar
4. Tennis Court
5. Beach

Fasilitas Lain & Sport Recreation

1. Swimming pool - Kolam Renang (buka jam 8 Pagi – 8 Malam)
 - Package 1 – , Towel & well Come Drink
 - Package 2 – . Towel , Well Come Drink & sanck
 - Package 3 - , Towel, Well Come Drink, Mie atau Nasi Goreng
2. Spa ---- Teratai Spa --(Buka Jam 10 pagi – Jam 10 malam)
3. Restaurant – Tasbih Restaurant – 68 Chair (buka 7 pagi – 11 Malam)
 - Beach Gala Diner, Candle Light Diner, Garden Party
4. Bar – Melati Bar – 12 chair (11 Pagi – 11 malam)
5. Lapangan Tennis – Tennis Court
 - Harian , Mingguan atau bulanan
6. Meeting Room
 - (Bougenville – Atas) ----(Frangipani – Bawah)
 - (kapasitas 250 pax diatas dan 250 pax dibawah)
7. Transportation – Pick up , Tour , suttle
 - a. Lovina Tour
 - b. City Tour
 - c. Buddish Tample
 - d. Hot Spring Banjar
 - e. Water Fall Git Git
8. Activities -
 - a. Dolpin
 - b. Snorkling
 - c. Fishing
 - d. Diving

Motto : Naturally Impressive Getaway (Liburan Luar Biasa yang mengesankan serasa dirumah)

PUSAKA GROUP :

1. Bali Taman Beach Resort & Spa. Lovina Singaraja
2. Pabrik Kopi Bubuk“Banyuatis”, beralamat didesa Pemaron,Singaraja Bali,
3. Restaurant “Ngiring Ngewedang” beralamat di desa Munduk

MOTTO : Naturally Impressive Getaway :
Liburan Luar Biasa yang mengesankan serasa dirumah

VISI :

Menjadikan BALI TAMAN BEACH RESORT & SPA di tahun 2020 sebagai hotel bintang tiga pilihan utama di Buleleng dan sekitarnya. Kami berkomitmen untuk memberikan kualitas properti komersial untuk kepuasan pelanggan (Making BALI TAMAN BEACH RESORT & SPA in year 2020 as the main choice three star hotel in Buleleng and its surroundings. We are committed to providing quality commercial property for customer satisfaction)

MISI :

BALI TAMAN BEACH RESORT & SPA senantiasa bertekad memberikan produk yang bermutu tinggi guna memenuhi harapan pelanggan melalui pengembangan sumber daya dan manajemen yang kompeten dibidangnya (BALI TAMAN BEACH RESORT & SPA is always determined to provide high quality products to meet customer expectations through developing resources and management that are competent in their field)

1. Pelayanan yang cepat dan ramah, dengan karyawan yang bersertipikat kompetensi (Fast and friendly service, with employees with certificates of competence)
2. Pembinaan Property secara berkesinambungan, dengan konsep Family Suite (Continuous Property Improvement, with the concept of Family Suite)

3. Selalu menjaga hubungan baik dengan seluruh Instansi dan perangkat lingkungan setempat (Always maintain good relations with all agency & local authorities)

Lampiran 2 SOP Bali Taman Beach Resort & Spa Lovina

STANDARD OPERATIONAL PROCEDURES (SOP)

DEPARTMENT OF FOOD AND BEVERAGES

Tasbih Restaurant & Melati Bar

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- A. OUTLET OPENING HOURS
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 - E. WHO IS A CUSTOMER
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- A. OTLET OPENING HOURS
- Breakfast starts from 07.00 to 10.00 WIB
 - Set up table for lunch 11.00 to 12.00
 - Lunch starts at 12.00 noon to 17.00 WIB

- Dinner from 18.00 WIB to 23.00 WIB (last order 22.30 WIB)

B. DIRECTIONS AND MEETINGS

- Briefing which is held every day at 14.45 WIB at the restaurant and monthly Department meetings are also held every month.

C. COOPERATION RELATIONSHIPS WITH OTHER DEPARTMENTS

- Without the help and teamwork of other departments, it will be difficult to achieve goals and reward
- For that you must have good relations and cooperation with other departments

1. HOUSEKEEPING

- For the need for linen
- Helps remind clear up room service
- For the cleanliness of the restaurant and toilet
- For decoration at special events

2. Engineering

- To repair all kinds of damage such as tables, chairs, paint, trolleys, etc.
- To ensure that supplies of water, gas, fuel, electricity are always available for cooking and service needs

3. Accounting

- Helps to order food and drinks from suppliers
- Help to make and make sure every item in stock is available.
- Helps to provide all data for analysis purposes
- Helps to control costs and budgets

4. HUMAN RESOURCES

- Helps to provide new hires, training, and guidelines for how to be a good employee
- Helping in terms of maintaining security
- Helps maintain assets owned when on holiday

5. SALES AND MARKETING

- Working hard getting guests for the F&B department
- Helping us in achieving our goals

6. FRONT OFFICE

- Help us to run smoothly by providing guest data on hotels to streamline breakfast activities & help sell F&B programs

D. HOW TO MAKE A HAPPY GUEST & A GOOD RESTAURANT

- GOOD FRIENDLY SERVICE
- DELICIOUS FOOD
- APPROPRIATE VALUE
- ATMOSPHERE AND THE ENVIRONMENT
- ANTICIPATE GUEST NEEDS
- BECOME MORE SENSITIVE

E. WHO IS THE CUSTOMER

- ARE THE MOST IMPORTANT PERSON IN THIS BUSINESS
- DON'T DEPEND ON US, BUT WE DEPEND ON THEM
- DO NOT HELP OUR WORK, BUT THEY ARE OUR GOAL
- IS A PERSON WHO SUBJECT TO IDEAS, HELPING WITH ADVICE AND
- HELP TO SEE PROBLEMS, AND MAKE HIS LIFE HAPPY
- PEOPLE WHO COME TO US WITH NEEDS AND DESIRES, IT IS OUR DUTY AND RESPONSIBILITY TO HELP IT
- MAKING OUR BUSINESS, OUR SUCCESS DEPENDS ON HOW WE SERVE GUESTS EVERY DAY
- PEOPLE WHO WANT TO BE TREATED AS WE WANT TO BE TREATED, HONEST, POLITELY, RIGHT
- WHAT IS THE US FAVOR WHEN WE COME INSIDE, WE DON'T DO IT USING IT
- ARE THE MAIN FACTORS OF OUR BUSINESS, WITHOUT THEM SUCH BUSINESS WILL NOT EXIST

F. WHAT IS THE SERVICE

- S - SMILE, SMILE TO EVERYONE
- E - EXCELLENCE, TRUE IN DOING ALL JOB
- R - REACHING OUT, SERVING EVERY GUEST WITH HOSPITALITY
- V - VIEWING, SEE EVERY GUEST AS A SPECIAL GUEST
- I - INVITING, INVITING THE GUEST TO COME BACK
- C - CREATE WARM WELCOME Greetings
- E - EYE CONTACT THAT SHOWS ATTENTION

G. HANDLING DEMAND

- LISTEN TO GET THE FACTS
- EXPLAIN WHAT YOU CAN DO OR OFFER ALTERNATIVES
- CONFIRM WITH THE GUESTS THAT THEY GET SATISFACTION
- RESPONSIBLE FOR WORK
- FOLLOWING UP THINGS

WHEN GUESTS HAVE A DEMAND, THEY NEED TWO THINGS TO NEED:

1. THE ACTIONS WE TAKE
2. INFORMATION ABOUT THE ACTIONS WE DO

REGULATIONS AND REGULATIONS OF THE DEPARTMENT

H. F & B

1. The waiter or waitress calls properly before starting time if not reporting it on duty.
2. Report to your supervisor before taking on an assignment
3. Employees must arrive at least before the start of work, the frequency of being late can be penalized
4. Check the log book and schedule each day - it may look the same for several days in a row but important notices or schedules may change from time to time. This will probably be important to you
5. When leaving the restaurant at the end of your shift, keep it clean and be prepared for a shift change. Don't leave your shift until your replacement arrives

6. Be respectful to your boss, they try to help you do a better job
7. Don't leave your job while you are serving guests for private phone calls.
The supervisor will take an important message. Employees can receive calls back on pay phones when not on duty.
8. Report all accidents directly to your supervisor so that all unsafe conditions and things can be corrected and complete information is in the file (record) covering accidents with guests.
9. Hand over the found items to the place designated by the supervisor so that they can be returned immediately to the guest.
10. Do not chew gum or bite food while on duty
11. If there is a problem meet your boss or manager
12. Excessive loss is the cause of dismissal
13. Must attend daily briefings after the end of the shift
14. Must attend the monthly departmental meeting.

I. EFFECTIVENESS ON THE PHONE

When you answer the phone your tone of voice will convey your whole personality. No matter what kind of person you work with, you are probably sure everyone likes to be treated politely

Here are a few other ways;

1. Talk to people, not yell or curse
2. Be friendly, and act as if everything you do is fun
3. Be sincere and show interest in people, you find something you like in everyone if you try
4. Be careful with other people's feelings
5. Be vigilant and provide good service.

J. DAILY OPERATIONAL DUTIES

1. TEAM DAILY OPERATIONAL DUTIES

a) Outlet opening hours

- Log in and report to your direct supervisor
- Check the list of breakfast times, requests, and prepare condiments
- All food and drink must be delivered at least before the requested time

- Continue to collect tools from the steward to set up the restaurant
- Chinese ware, glass ware, flat ware
- Polish all equipment
- Set the table according to the standards that have been set
- Check with your supervisor or manager regarding special guest reservations / special requests etc.
- Prepare a miss en place in the restaurant
- Prepare a miss en place in the kitchen
- Take a list of food requests (if needed)
- Check availability of drinks and food
- Break eat
- Check the assignments given in the log book
- Check the daily board
- NA items, today's special etc.

b) DUTIES OF SERVICES

- Complete the waiter / ice station details
- Do the final work for each section to be checked
- Cleanliness
- Guest equipment
- Office supplies etc.
- Treat every guest who comes to the restaurant with good care
- Perform the order of service as a predefined standard

c) CLOSING TASKS

- Clean stations and restaurants
- Replenishing supplies at waithelp stations
- Clean the existing help station in the kitchen
- Put all perishable items back in their place (butter, jam, etc.)
- Report with immediate supervisor if authorized to leave the restaurant
- Exit

2. DAILY OPERATIONAL DUTIES

THE MAIN FUNCTION

- Assisting the Supervisor or Manager duties

OTHER RESPONSIBILITIES

- Check the cleanliness of the menu
- Greet guests
- Take guests to the table
- Sit down guests
- Assist in the service if necessary
- Acting as public relations in the restaurant to customers
- Responsible for promoting the event
- Say goodbye to every customer
- Assist in closing restaurant duties

DESCRIPTION

K. JOB

SERVICE ASSISTANT

- POSITION
Food & Beverage Service Assistant
- REPORT TO
Restaurant and Captain's Bar

OBJECTIVE

Providing quality food and beverage services in an efficient and friendly manner, according to restaurant standards, to ensure guest satisfaction at all times.

QUALIFICATION

- Appropriate food and beverage qualifications and / or significant experience
- in a restaurant
- Sufficient knowledge of food and drink
- Knowledge of bar operations and related laws

- Good communication and skills when dealing with guests
- Alcohol service responsibility (RSA) training is an advantage
- Has a tourism school background

KEY TASKS

- Prepare restaurant before service with speed and efficiency to ensure completion of the entire task on the operational checklist
- Establish tables for various meal periods according to restaurant standards and product specifications
- Prepare the maid station before serving with all the supplies and supplies needed
- Maintain cleanliness and comfort at all times
- Ensures a clean & tidy menu on all items
- Setting up buffets during service life and ensuring they are refilled according to requirements and presentation standards
- Have complete and comprehensive knowledge of menu and buffet themes
- Have complete knowledge of wine lists and specialty drinks
- Preparation and maintenance of restaurant supplies and equipment, including storage and cleaning of all restaurant equipment after repair
- Accurate and friendly and professional recording of food orders

KEY RESPONSIBILITIES

- Always update restaurant product knowledge and related activities
- Resolve guest complaints about guest satisfaction at your job level
- Maintains excellent care and hygiene, ensuring all standards of care are met in terms of personal care and uniform presentation

L. STANDARDS AND PROCEDURES

SUBJECT: PERSONAL AND OVERALL APPEARANCE

STANDARD:

- Each employee is expected to present their work in a neat and standard manner, as stated in the code of conduct

PROCEDURE:

- Dress properly and always be neat, remember cleanliness is one of the important things for any hotel to always maintain personal hygiene and maintain good health standards. Especially in our hot Bali climate, we have to take every step to make sure we feel comfortable and odorless at the same time.
- Shower at least twice a day and use deodorant
- If you are already fitted with a uniform - wear it with pride, and keep it at all times. Uniforms are only worn during working hours in restaurants.
- Male employees should have clean short fingernails and should keep their hair clean and combed. It is very important to shave every day and if using perfume or lotion choose a brand that smells subtle
- Earrings of any description are not permitted as well as visible jewelry, except for wedding rings. Female employees must have clean hair. If it is long, it should be tied back so that your shoulders and face are exposed. Use light, bland cosmetic perfume
- Nails should be clean, use inconspicuous nail polish and wristwatches only

SUBJECT: FOOD AND BEVERAGE PLAN

STANDARD:

- Ensure that we adequately plan and maximize the potential of our food and beverage outlets.

PROCEDURE:

- A food and beverage plan is prepared as part of an annual business plan for all food and beverage outlets.
- The food and drink plan should be reviewed regularly (at least a quarter of a quarter) and amended if necessary
- Results should be measured against the objectives in the plan, briefly discuss in monthly reports with the executive chef

SUBJECT: TEAM COOPERATION

STANDARD:

- All food and beverage staff will provide value and value in working together as a team.
- As a team member in your department, you must support your colleagues and provide the Assistant with those who are under pressure.
- Tasbih Restaurant Restaurant & Melati Bar will not function if you don't work as a team.

PROCEDURE:

- Treat your co-workers the way you would like to be treated yourself
- Help new employees to learn standards & procedures
- Don't criticize the behavior of your fellow workers or your job
- Job report - You place extra work and extra burdens on your fellow members if you are late or if you don't show up at all.
- When leaving at the end of your shift, your work area should be clean and ready
- The next job change. You can then hope to find it clean the next time you do the next job
- Be polite and please your co-workers
- See what needs to be done and do without being told
- If you are one of your colleagues very busy and you are not, feel free to offer to help
- Accept corrections from your boss and learn from your mistakes
- Is open-minded and willing to listen and consider the suggestions and ideas of others
- Leave your personal problems at home and don't let them affect the work of your coworkers.

SUBJECT: MENU

STANDARD:

- Maintain and exceed guest expectations and offer guests healthy products as well as good hygiene and good prices in restaurants.

PROCEDURE:

- The department head must review the menu and seek approval from the general manager regarding the menu. Every staff member in the company can check grammar with English as the mother tongue.
- Each outlet must have a distinctive menu that clearly indicates the time of the meal, namely breakfast, lunch, dinner and others, and it must be printed on high-quality paper.
- All menus must be in English
- The menu size may vary according to the content on the menu
- The design (artwork) should be as simple as possible with no more than 5 colors applied
- Spell check should be done to avoid printing - spelling, especially when usage terms are used
- Menus must be professionally produced, with no handwritten or fashion changes except for the daily chalkboard specialty
- Only clean, spotless menus can be displayed. This should be checked every day
- Menu items should not be out of stock for longer than 24 hours unless supplier delivery issues and no more than three positions are not available.
- A sales summary from the menu should be conducted monthly to identify slow or unsold items and to introduce items of interest
- Menus should be checked or revised at least every six months
- In addition to the daily specials menu must be available on all food and beverages
- Recipes, plate specifications and photos for all items must support all menus all costs have been agreed to the General Manager
- The Set menu should include:
 1. At least three (3) entrees including soup
 2. At least three main meals including vegetarian dishes
 3. There are at least three desserts
- Buffet menus must be included;
 1. At least three entrees do not include soup

2. At least five (5) mains exclude vegetarian dishes
 3. There are at least three choices of desserts
- All menus must be supported by a food taster for all service staff in the department for training purposes.

SUBJECT: FOOD SERVICE

STANDARD:

- Having all services is standard & minimum requirement for food & beverage. Restaurant service.

PROCEDURE:

FOOD SERVICE STANDARDS

- All services must be professional, attentive, anticipatory, friendly and courteous
- First guest contact is immediate & should be made with appropriate hospitality - “good morning Mr John” (guest name must be used at all times), “You will join us for breakfast / tonight / evening.”
- All food must be delivered to the table at a temperature appropriate for quality
- All seasonings are refilled for each service, non-reusable seasonings should be used through the kitchen section only
- All coffee, tea, prepared fresh at the coffee counter for breakfast & per portion for lunch and dinner
- All stations must be kept clean, organized, properly with equipment allocated and properly maintained on a daily basis
- All glassware must be clean & free from scratches & stains
- Food service should be available continuously, breakfast from 07.00 to 10.00 am from 11.00 to 18.00, dinner from 18.00 to 22:30 every day
- Bread & butter is served automatically for dinner only

SUBJECT: SET-UP AND PLACE SETTING

STANDARD:

- Has all services to be standard & as a minimum requirement in restaurant food and beverage

PROCEDURE:

SET-UP AND SETTING PLACE

For all feeding periods throughout the day, minimum settings must exist

- Napkin
- Fork & tablespoon
- Salt & pepper
- Ashtrays for smoking restaurants (ashtrays must be replaced with a maximum of two cigars)
- No table numbers
- Guest comments (lunch, dinner time)

SUBJECT: PRESENTATION OF GOODS

STANDARD:

- Having all services is standard & as a minimum requirement in Tasbih Restaurant & Melati Bar food and beverage services.
- Maintaining love and also to attract based productions for all major subjects.

PROCEDURE:

PRESENTATION OF GOODS

FOOD;

- Served according to specified standards shown in presentation pictures & standard Recipes
- Garnish with garnishes of suitable material, greens or spices and a large plate
- All foods such as french fries, salad, wedges, or additions are served on one large plate (not a separate plate) except single order.
- If possible (preference) all vegetables should be separated to avoid mixing sausages
- Additional assistance is automatically provided and served with a meal one-third (1/3) of the original serving size
- The bread must be warm on the table and refilled and must be filled

CONDIMENTS:

- All packaged butter, jam & honey and butter must be served chilled daily at buffet meal times
- There are at least two types of bread and pastry which should be offered at a buffet meal at all times and be prepared on the day it is served.
- Condiments offered in bottles that should not be just specific or extra like H.P, Tabasco, etc. with all other condiments or sauces served in small packages and also for room service
- Each sauce must have its own spoon or utensil for serving, if the sauce appears it must be changed immediately
- Butter, jam, honey should be refrigerated but salt and pepper should not

SALADS

- All seasonings and sauces must be segregated and individually identified
- At least four (4) different dressings (home made) should be available & one to two cholesterol free
- All dressings should be made with olive oil, fresh lemon juice, or wine vinegar

SUBJECT: BEVERAGE SERVICE

STANDARD:

Having all services is standard & as a minimum requirement in food and beverage services Tasbih Restaurant & Melati Bar.

PROCEDURE:

BEVERAGE SERVICES:

- Each drink served should be placed on the coaster with straw, garnish & stirrer for guests Mixers should be asked if they need ice.
- Cake bars, nuts etc should accompany each order (first) with regular refills
- All beer bottles should be served in a bottle or glass when viewed and poured on the table
- All soft drinks should be served with a lime wedge and straw, ice should be asked

- All drinks must be served from the guest's right with the bottle label facing the guest
- Standard drink recipes must be used for mixing drinks and all drinks must be the same recipe
- All bottles coming out of the warehouse must be fit for purpose
- Appropriate background music should be provided at all times
- The sound level of live or recorded music is to beat
- Table and stem surfaces must be free from dirt and cracks
- Every drink should be served with clean glass mats and glasses
- All bottles visible to the customer must be clean and tidy
- Non alcoholic drinks must be available
- A snack bar menu should be available

SUBJECT: BREAKFAST BUFFETS

STANDARD;

- Buffet breakfast standards must be adhered to in order to maintain the quality of the presentation and choice of inclusion for the buffet breakfast

PROCEDURE;

- The buffet must be installed in an area that appears free of movement of guests so that it does not interfere with the dining table area
- Minimum of four (4) varieties of fresh fruit plus one compote
- Juice of at least 2 different varieties, fresh milk and lime juice served in the juice dispenser
- A minimum of 4 different styles of bread / pastry must be available, namely Danish, croissant, brown bread and white bread.
- Cold cut at least two different cheeses, slices of ham should be available at every breakfast
- Hot dishes depending on preference (origin of guests) with Asian food variations. Fried cakes, fried noodles, egg, sausage, bacon, potato and tomato style
- Seasoning should always be available in buffet tomato sauce, chili sauce, and cayenne pepper

- Pre-served should be arranged on a buffet as jam, honey and butter on ice

SUBJECT; BREAKFAST BUFFET PREPARATION

STANDARD:

- Standard buffet breakfast must be followed to maintain the quality of presentation and the cleanliness of the buffet breakfast

PROCEDURE:

- NOTE: Buffet breakfast after the completion of the dinner service

BEFORE SETUP BUFFET:

- After dinner, clean all surfaces and glasses (per procedure), and set up the buffet breakfast station
- At 10.30pm, prepare plates and cups as needed
- Begin table assistance with coffee cups and saucers, cutlery etc. according to the prepared standard
- Prepare the table for the buffet
- Prepare plates and bowls for breakfast
- Prepare porridge
- Prepare the juice, milk container, and glass
- Prepare a coffee station (coffee station)
- Turn on c

SUBJECT: LUNCH SET - UP

STANDARD:

- To maintain and exceed established standards quickly and according to standards

PROCEDURE;

- After breakfast, clean all surfaces, polish glasses, cutlery and arrange lunch
- At 10.00 am, the breakfast buffet is closed
- From 10.30 - 11.00 am in the staff members section

- One of the staff members hands over their share and begins the setup for lunch. Other members assist with polishing tools as needed.
- The table should be set for lunch at 12.00, prepare slowly when all the guests vacate the restaurant, Prepare the menu for service
- Once the restaurant is relatively empty, get all the tables quickly
- Buffet people clean the buffet station

SUBJECT: DINNER SET - UP

STANDARD:

- Maintain and exceed guest expectations and keep operations running and well organized

PROCEDURE:

- Prepare miss en places, bread baskets, cups & plates, coffee stations, milk containers, dessert plates, dinner plates, service sets, ashtrays, toothpicks, tomato & chili sauce, sauce serving, pepper mill, grated cheese etc.
- Check menu refers to the theme of the dinner
- Do a final check-around and check if the place is finished
- Carry out a 10 to 15 minute briefing

SUBJECT; SEQUENCE OF SERVICE

STANDARD:

- Ensures that the service sequence is implemented correctly in the area

PROCEDURE:

- Whenever possible, always serve and clean guests from the RIGHT side

HOSTING / SEATING:

- Ask guests for room names and numbers, check their table allocation and cross their room numbers from seats
- Put together a menu for each guest and a wine list, invite guests to their table
- Upon arrival at the table, pull out chairs for each guest
- After all the guests are seated, give each guest the menu (women first)

- Ask who would choose the wine and give the wine list to the appropriate guests
- Inform the guest about the name of the waiter / ice while pouring water (if any). And ask the guest if he will order a drink in advance.

TABLE SERVICE:

- Gather your ordered trays, making sure they are filled with the appropriate cutlery (steak knives, soup spoons and single and duplicate order books).
- Ask guests if they would like to order pre-dinner wine or drinks
- If wine is ordered at this time, put together a wine list
- If guests indicate that they will not be ordering wine, collect the wine list and remove the wine glasses from the table, or if the wine is ordered by glasses, remove the wine glasses from the table.
- It is your responsibility to ensure that orders are delivered within a reasonable time (before the appetizers reach the table)
- Return to the table and ask the guests if they have any questions about the menu and if they are ready to order the main course ... Start with the ladies
- When you take orders from each guest at the dining table, take the menu on it
- If a guest orders soup, clean the dish cutlery and replace it with the soup spoon from your tray
- If guest orders beef (or the red meat option) from the menu, take the dinner knife from the table and replace it with a steak knife from your tray (if any, if not the same)
- Enter orders into the system and check orders to the kitchen whether all orders are printed
- Gather the appetizers and deliver them to the table, serving each guest (the first woman) from her right side wherever possible
Note: Make sure guests' drinks arrive before the appetizers reach the table!
- Serve wine or offer other drinks if needed
- When the guests at the table have finished their appetizers, clean the dirty plates and cutlery

- When guests finish their bread, clean the side plates and knives, as well as the bread basket, at the same time cleaning the appetizers
- Just call the main course after ¼ of the appetizers are left
- Pour in wine or offer more drinks while guests wait for their main course
- When the food is ready, collect the food and send it to the table
- Pour in wine or offer a drink, and ask if there is anything else you can get from the guests before leaving the table
- After a few minutes, return to the table and ask if there was anything the guest needed
- When all the guests have finished eating their main meal, clear the main plate and any remaining tablespoons
- Before leaving the table, tell guests what the dessert options are and offer to pick up desserts
- If guests order desserts, collect them from the kitchen and send them to the dining table. Alternatively, if guests don't want dessert, offer them coffee or tea and ask if they would like to order alcoholic drinks or other beverages
- After all the guests have finished, clear the dessert plates and cutlery
- When guests leave, say goodbye and magic word.

SUBJECT: LUNCH SET - UP

STANDARD:

- To maintain and exceed established standards quickly and according to standards

PROCEDURE;

- After breakfast, clean all surfaces, polish glasses, cutlery and arrange lunch
- At 10.00 am, the breakfast buffet is closed
- From 10.30 - 11.00 am in the staff members section
- One of the staff members hands over their share and begins the setup for lunch. Other members assist with polishing tools as needed.

- The table should be set for lunch at 12.00, prepare slowly when all the guests vacate the restaurant, Prepare the menu for service
- Once the restaurant is relatively empty, get all the tables quickly
- Buffet people clean the buffet station

SUBJECT: DINNER SET - UP

STANDARD:

- Maintain and exceed guest expectations and keep operations running and well organized

PROCEDURE:

- Prepare miss en places, bread baskets, cups & plates, coffee stations, milk containers, dessert plates, dinner plates, service sets, ashtrays, toothpicks, tomato & chili sauce, sauce serving, pepper mill, grated cheese etc.
- Check menu refers to the theme of the dinner
- Do a final check-around and check if the place is finished
- Carry out a 10 to 15 minute briefing

SUBJECT; SEQUENCE OF SERVICE

STANDARD:

- Ensures that the service sequence is implemented correctly in the area

PROCEDURE:

- Whenever possible, always serve and clean guests from the RIGHT side

HOSTING / SEATING:

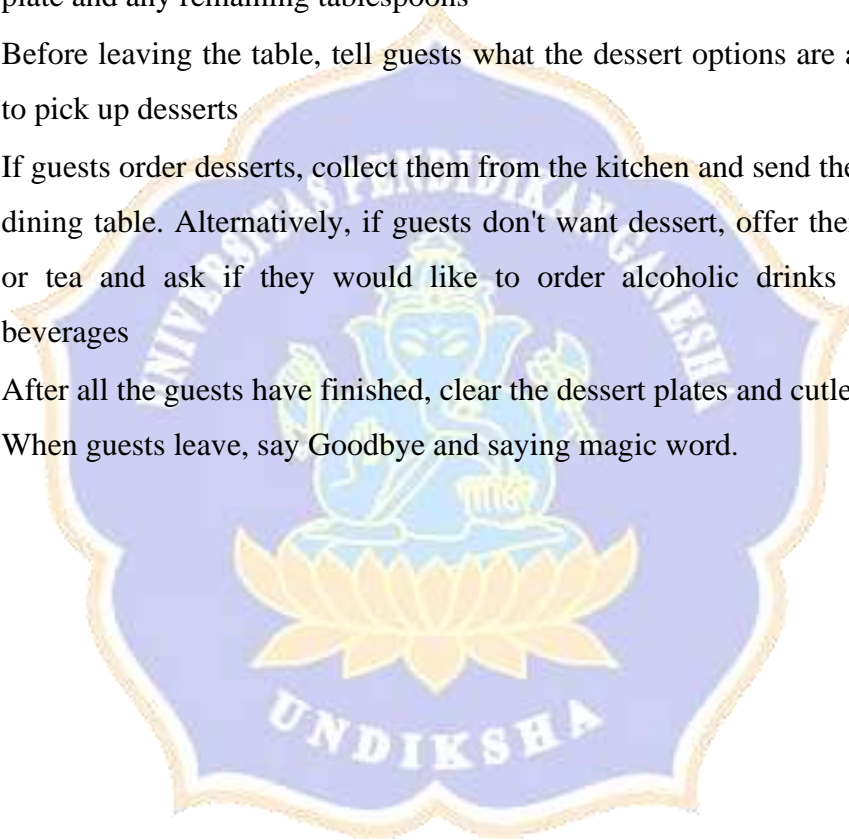
- Ask guests for room names and numbers, check their table allocation and cross their room numbers from seats
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- Upon arrival at the table, pull out chairs for each guest
- After all the guests are seated, give each guest the menu (women first)
- Ask who would choose the wine and give the wine list to the appropriate guests

- Inform the guest about the name of the waiter / ice while pouring water (if any). And ask the guest if he will order a drink in advance.

TABLE SERVICE:

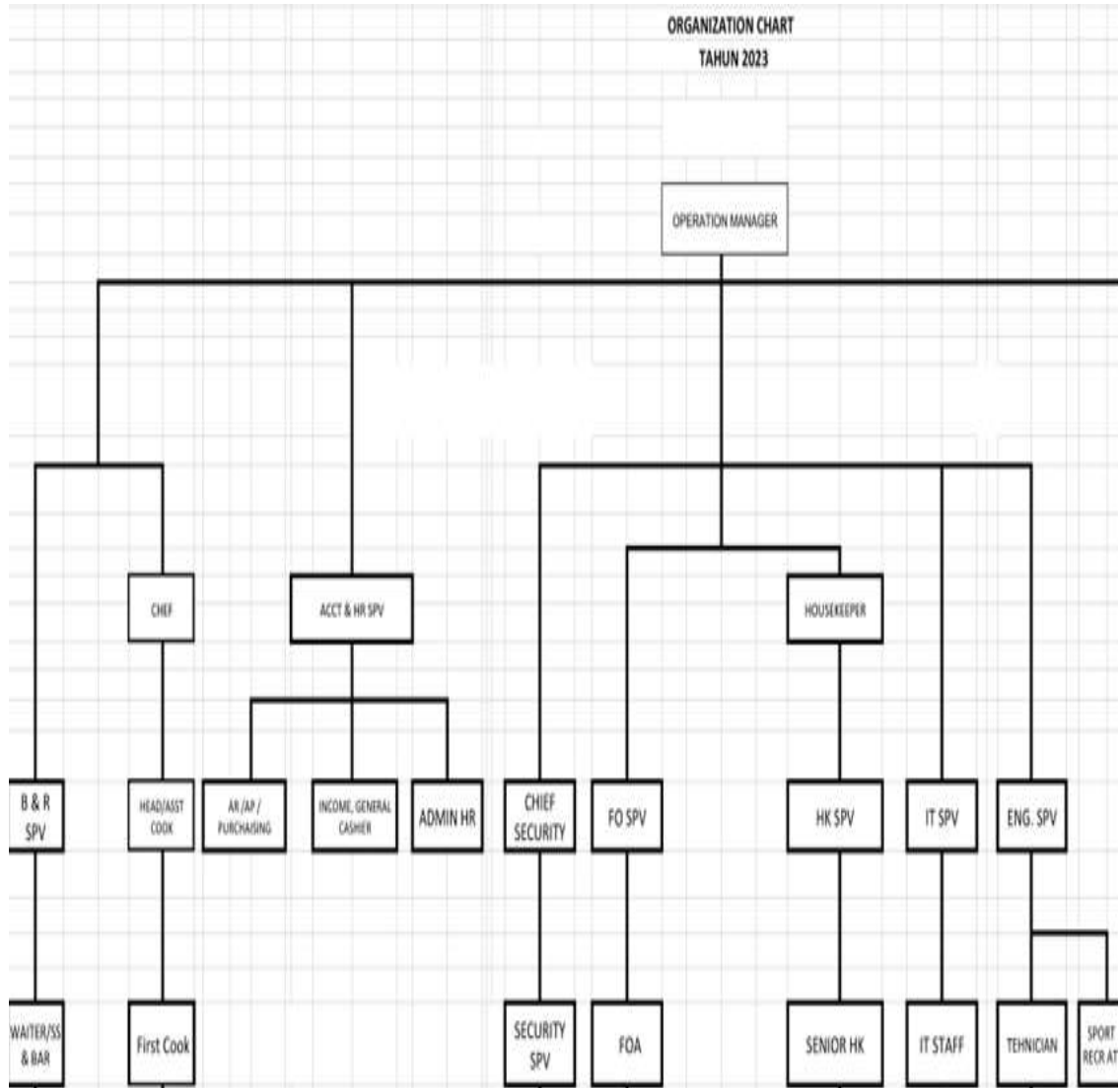
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- After all the guests have finished, clear the dessert plates and cutlery
- When guests leave, say Goodbye and saying magic word.



Lampiran 3. Struktur Organisasi Bali Taman Beach Resort & Spa Lovina

STRUKTUR ORGANISASI BALI TAMAN BEACH RESORT & SPA



Lampiran 4. Tempat PKL, Observasi, Pengambilan Data Tasbih Restaurant



RIWAYAT HIDUP



I Gusti Ayu Putu Puspa Adnyani lahir di Seririt pada tanggal 02 September 2002. Penulis lahir dari pasangan suami isteri yaitu Bapak I Gst Ngurah Samiadnyana dan Ibu Gusti Ayu Putu Megawati. Penulis berkebangsaan Indonesia dan beragama Hindu. Alamat penulis yaitu di Banjar Dinas Dajan Rurung Desa Banjarasem, Kecamatan Seririt, Kabupaten Buleleng. Penulis menyelesaikan pendidikan Sekolah Dasar di SD Negeri 1 Banjarasem dan lulus pada tahun 2014, kemudian penulis melanjutkan di SMP Negeri 2 Seririt dan lulus tahun 2017. Pada tahun 2020, penulis lulus dari SMKS Pariwisata Triatmajaya Singaraja pada jurusan Akomodasi Perhotelan dan kini melanjutkan ke perguruan tinggi Negeri di Universitas Pendidikan Ganesha dengan mengambil Jurusan Manajemen, Program Studi DIV Pengelolaan Perhotelan. Pada semester akhir tahun 2024 penulis telah menyelesaikan Tugas Akhir yang berjudul **“Upaya Peningkatan Kualitas Pelayanan Pada Tasbih Restaurant di Bali Taman Beach Resort & Spa Lovina”**. Selanjutnya, mulai tahun 2020 sampai dengan penulisan tugas akhir ini, penulis masih terdaftar sebagai mahasiswa Program Studi DIV Pngelolaan Perhotelan di Universitas Pendidikan Ganesha.