

CHAPTER I

INTRODUCTION

1.1. Background of study

Food and Beverage Service is one of departments in a hotel that is very important. all activities in the hotel must be supported by the food and beverage service department which is responsible to provide food and drinks which the guest needs.

A bartender is one part of food and beverage service department in a hotel. A bartender can simple define as a person who making a cocktail and serving drinks behind the bars. As a professional bartender we must be certificated and have an experience at least six month working behind the bars. Based on my observations during my preliminary research at the Discovery Kartika Plaza Hotel, the novice bartender does not yet have sufficient competence so that it sometimes raises guest complaints. In this research, the writer would like to further examine the challenges faced as a novice bartender at Discovery Kartika Plaza Hotel.

Based on my preliminary observation, there were several challenges faced by the novice bartenders when they were performing their job. Such as, using a system that is trainee never been used in advance, using a coffee machine and the other bar equipment. When the novice bartender were on the job training, the trainee find challenges and obstacles in doing work at Discovery Kartika Plaza Hotel. It happens for the novice employee because they do not know what step to take and how to use equipment in the hotel and also for the student who conducted on the job training at Discovery Kartika Plaza Hotel. Based on the brief explanation, the researcher is interested in identifying of **“Challenges And Strategies Encountered By The Novice Bartender At Discovery Kartika Plaza Hotel”**.

1.2. Research questions

According to the background of study, the formulated research questions are as follows.

- What were challenges faced by the novice bartenders at Discovery Kartika Plaza Hotel?
- What were strategies used to overcome the challenges?

1.3. Purpose of study

Based on the research questions, the purpose of study is:

- a. To describe the challenges found by the trainees during on the job training program at Food and Beverage Service Department at Discovery Kartika Plaza Hotel.
- b. To describe the strategies to the challenges used by the novice bartenders in Food and Beverage Service Department at Discovery Kartika Plaza Hotel.

1.4. Significance of the study

The results of the study are expected to be useful as follows:

- c. For Student
Students can know what steps to take before work into the hospitality industry in food and beverage service at Discovery Kartika Plaza Hotel.
- d. For the future researcher
The results of this study can be used as an additional information in the future for researchers who want to conduct similar research in identifying the challenges and strategies encountered by the novice employee at the hotel.
- e. For Discovery Kartika Plaza Hotel
Knowing working steps and knowledge in food and beverage service especially as a bartender it can make easier for employees to work.