

CHAPTER 1

INTRODUCTION

1.1 Background of the study

Diploma 3 English department is one of the departments in language and art faculty, Universitas Pendidikan Ganesha. This department more likely focuses on English proficiency and also practical skill especially for tourism industry. By giving theoretical and practical knowledge, this department prepares the students to be competent to work in tourism industry. Therefore, to make students ready to work in the real workplace this department implements On the Job Training Program for the students. The students should take minimum 3 to 6 monthson training program in a four-star or five-star hotel in Bali. By this program the students can learn so many things in the real workplace. After they have finished doing on the job training program, they are expected to know the Standard Operational Procedure (SOP) and also the job descriptions of a certain department that they have taken during their training. This will begood preparation and support for their carrier later.

In this case, the place that I chose to do my job training program was at Fairfield Sunset Road Kuta, in the Food and Beverage department as a bartender in the Bar Section. Bar section is one of the important parts of the hotel. Bar is a place for a guests who wants to have all services about drinks either alcoholic or nonalcoholic. In general, the function of bar is to serve a pleasant drink for the guests with a comfortable atmosphere. While the guests enjoy the drink, the guests can see some attractions that a bartender shows. Bartender is someone who works behind the bar. Bartender has some tasks like making or mixing some drinks for the guests. There are some people who also have obligations for the bar besides bartender, such as: Bar Manager, Bar Supervisor, and also Bar Waiter. Each of those people has different kind of tasks for the bar. In general, Bar Manager has an obligation as an policy maker of the bar, Bar Supervisor has an obligation as a regulator of all operational of the bar, and the bar waiter has an obligation as drink delivery from the bar to the guests. Bartender should be able to operate all the standard operational procedures that already set by the Bar Manager.

Pool bar is one of the facilities owned by Fairfield Sunset Road Hotel. It serves drink and food for the guests. Those who come to the pool bar are usually the guests who want to swim or just want to have sunbathing around the pool while enjoying some food or drink. There are some steps that should be done by bartenders when handling guests at Pool Bar. Steps are the procedure how to handle the guests at the bar. Besides that, the bartenders also should use some polite language expressions in handling guests at the bar. Language expression is the language to communicate with other people.

According to Dalshtrom (2016) in his report entitled “Bar Manual” in this report found that there are seven steps that should be done by the bartenders when serving guests at the bar namely, Greet the guests as they approach to the bar, place a cocktail napkin down and take their order, up sell when the customer does not specify pouring brand, quote the price and secure funds for the house, make drink according to the recipes, deliver drinks and receipt to the customer, and the last step is say thanks to the guests. In the present study would be quite different, it would talk about the steps and language expressions used by bartenders in handling guest.

Based on that, in this study the writer is interested to identify what steps and language expressions frequently used by bartenders in handling guests at Pool Bar in Fairfield Sunset Road Kuta.

1.2 Statement of the problem

1. What are the steps used by bartenders in handling guests at the Pool Bar in Fairfield Sunset Road?
2. What language expressions are frequently used by bartenders in handling guests at Pool Bar in Fairfield Sunset Road Kuta?

1.3 Purpose of the study

From the formulation of the problem, then the purpose of this study is:

- To find out the steps used by bartenders in handling guest at Pool Bar at Fairfield Sunset Road Kuta.
- To find out the language expressions frequently used by bartenders in handling guests at Pool Bar in Fairfield Sunset Road Kuta.

1.4 Significance of the study

1. For Student

Hopefully this study can be useful for students to be able to know about steps and language expression frequently used by bartender in handling guest at the Pool Bar in Fairfield Subset Road Kuta and also student could be able to know about language expression use in polite way especially for hospitality industry.

2. For Institution

This study will be an addition reference for the library in the university, and hopefully this study can be a good reference for students who want to do same research about handling guest by bartender.

