

**THE FB SERVICE JOB DESCRIPTIONS AND THE FREQUENT
CONVERSATIONS BETWEEN STAFF AND GUESTS IN THE SERVICE
PROCESS AT FAIRFIELD BY MARRIOT KUTA SUNSET ROAD HOTEL**

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ABSTRACT

The purpose of the study is to describe the food and beverage service job descriptions and the frequent conversations between staff and guests in the service process at Fairfield by Marriot Kuta Sunset Road Hotel. The sections are described are waiter/waitress, room service and banquet. The subjects of the study were 3 staff and the objects of the study were the frequent conversations between the staffs and guests in the service process. The subjects were interviewed by the writer during the on the job training at Fairfield by Marriot Kuta Sunset Road Hotel. The instruments used in collecting the data were interview guide and note. There are job descriptions of the waiters in breakfast, lunch, dinner and pool area section, section of the room service and banquet section. In additions, there are frequent conversations used in every section of.

Keywords: Job Description, Frequent Conversation, Food and Beverage

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ABSTRAK

Tujuan dari penelitian ini adalah untuk menggambarkan deskripsi pekerjaan pelayanan makanan dan minuman (*waiter/waitress*) dan percakapan yang sering antara staf dan tamu dalam proses layanan di Fairfield oleh Marriot Kuta Sunset Road Hotel. Bagian yang dijelaskan adalah pelayan (*waiter/waitress*), layanan kamar (*room service*) dan jamuan makan (*banquet*). Subjek penelitian adalah 3 staf dan objek penelitian adalah percakapan yang sering antara staf dan tamu dalam proses pelayanan. Subjek diwawancarai oleh penulis selama pelatihan kerja atau magang di Fairfield by Marriot Kuta Sunset Road Hotel. Instrumen yang digunakan dalam mengumpulkan data adalah panduan wawancara dan catatan. Ada deskripsi pekerjaan dari para pelayan (*waiter/waitress* di bagian sarapan, makan siang, makan malam dan area kolam renang, bagian dari layanan kamar (*room service*) dan bagian perjamuan *banquet*). Selain itu, ada percakapan yang sering digunakan di setiap bagian.

Kata kunci: Deskripsi Pekerjaan, Percakapan Yang Sering Digunakan, Makanan dan Minuman