

CHAPTER 1

INTRODUCTION

1.1 Background of the study

Restaurant is a place where the diners could buy food and drink with a high-service. There are lots of restaurants around Bali, either they belong to hotels or stand alone. According to White M (2019), restaurant is a place that could be visited by everyone which provides and sells food and beverage commercially to personal, couple or group. Restaurants offer service of Food and Beverage desires to satisfy the guest.

The food and beverage service department is the department that has a contribution for the positive feed-back given by the guests in the restaurant. The waiter/waitresses are the sections in food and beverage service who are responsible to give best service to the guest. By giving the best service, guests would feel satisfied and mostly they would give good reviews to the restaurant. As waiters, they have to know the job description before assisting the guests in every section and know the conversation or the language used for assisting guests.

Jejaton restaurant is a restaurant in Fairfield by Marriot Kuta Sunset Road. Jejaton restaurant provides Indonesian traditional food. It makes this restaurant different than others. Not only the food, the equipments used for food are also made from traditional things, such as: plate from wood, straw from bamboo and etc. The guests who are coming to have meal in this restaurant are not only the in-house guest (guest who are staying in the hotel). There are lots of guests come from outside. Many of them said that this restaurant is like a beauty in simplicity. Based on the review for this

restaurant, many guests said that “even the hotel is the four-star hotel, but the staff service’s in this restaurant is like a five or even six- star hotel”. Many of them also said that the food are nice, the price is friendly, guest wants to come again to try another food, the staffs are friendly and have genuine smile and etc.

A research has been conducted by Indriasih (2015). The study found that the language functions used are greeting, asking for personal identity, interrupting, giving instruction, offering help, apologizing, checking understanding, giving reason, expressing gratitude, starting conversation, and saying good bye. On the other hand my research would be different, it would talk about the job description and the frequent conversation used by the staff in F and B service. My study would be a good reference by the student or F and B staff either in the field of study or face the work industry.

Finally, from the explanation above the writer decided to identify the FB service job descriptions and the frequent conversations between the staff and guests in the service process at Fairfield by Marriot Kuta Sunset Road Hotel.

1.2 Statements of the problems

- a. What are the job descriptions of the food and beverage staff at Fairfield by Marriot Kuta Sunset Road Hotel?
- b. What are the frequent conversations between the staff and guest in the service process at Fairfield by Marriot Kuta Sunset Road Hotel?

1.3 Purposes of the study

- a. To describe the Job description of the food and beverage staff at Fairfield by Marriot Kuta Sunset Road Hotel.
- b. To describe the frequent conversations between the staff and guest in the service process at Fairfield by Marriot Kuta Sunset Road Hotel.

1.4 Significance of the study

a. For the students

This report could increase the knowledge of the student about the job descriptions of food and beverage service staff and the frequent conversations between the staff and guest in the service process. It could be good as a preparation for them, before they get a job in the hotel especially in the restaurant or food and beverage service.

b. For the institutions

This report could be a reference for the library in the institution, especially UNDIKSHA and would be a good reference for the students who want to do a similar research or be a preliminary research for other students.

