

CHAPTER 1

INTRODUCTION

1.1 Background of the study

A restaurant may be a place where people pay to sit and order drinks or food that are cooked and served properly by the waiter/waitresses. According to Sweeney (2009) restaurant is a business that prepares and serves foods and drinks to customers in exchange for money, meals are generally served and eaten on the spot, but many restaurants also offer take-out food and food delivery services. Some restaurants serve all the main meals, like breakfast, lunch, and dinner.

The restaurant is divided into two types: casual dining restaurants and fine dining restaurants. The difference between a casual dining restaurant and a fine dining restaurant is about their ambiance and prices. A casual dining restaurant usually serves affordable prices food in a casual atmosphere. Except for buffet-style restaurants, casual dining restaurants typically provide table service. A casual dining restaurant often has full bar staff, limited wine, and beer menu. (Wikipedia, 2010)

Most of the fine dining restaurants are found in 4 or 5-star hotels. Fine dining restaurant, is also mentioned as white tablecloth restaurants, are typically higher-end and fancier restaurants. Fine dining restaurants offer a rich setting and service while featuring unique and sometimes costlier menu options. Restaurant in the hotel will be managed by Food and Beverage division, job positions in this department include Food & Beverage Director, Assistant Food & Beverage Director, Restaurant Manager, Supervisor, Head Waiter, Host/Hostess, Waiter/waitresses, and Bartender.

Moonlite Kitchen and Bar is one fine dining restaurant. Moonlite Kitchen and Bar belongs to Anantara Seminyak Bali Resort which is five star hotel. Moonlite Kitchen and Bar has employees of 30 staff comprising of 10 waiters, eight waitresses, six bartenders, two cahiers, and four hostess. According to Casado

(1994), waiters/waitress are the liaisons between kitchen and customer to serve food and drinks in a commercial dining setting. Waiters/Waitress are responsible first for everything of about serving foods; if any guest complain, late for food service, late for taking orders. There are some duties and responsibilities that waiters should know: greeting guest, check reservation, escort guest, unfolding napkin guest, presenting menu, taking order, serve food to the guest, check back, clear up plate, settle payment and thanking the guest.

A research concerning waiter SOP was conducted by (Bakara, 2018). This research was about The Implementation of Standard Operating Procedure (SOP) by Waiters and Waitresses at Tamingsari Turi Beach Resort Batam. The design of Bakara's study was a qualitative study. Interview, Observation, and Documentation were used as the techniques in collecting data. The subject of the study were thirteen waiters/waitresses. The study found that the procedures in handling guest by a waiter: *mise and place is Mise en place* (French pronunciation), table setting, greet and great, offering menu, taking order, other service, clearing the table, taking order dessert, presenting the bill, clearing and resetting. However, there is one important procedure that missed in the study that is thanking the guest for their coming. The present research would be different, it would talk about the procedures and language expressions used in handling guests by waiters/waitresses.

In short, based on the explanation above, the procedures and language expressions used in handling guest by Waiter/waitresses in Anantara Seminyak Bali Resort restaurant is explored in the present research.

1.2 Statements of the Problem

- a. What is the procedure of handling guests by waiters/waitresses at Moonlite Kitchen and Bar of Anantara Seminyak Bali Resort?
- b. What are the language expressions used in handling guests by waiters/waitresses at Moonlite Kitchen and Bar of Anantara Seminyak Bali Resort?

1.3 Purposes of the study

- a. To find out the procedures of handling guests as a waiters/waitresses at Moonlite Kitchen and Bar of Anantara Seminyak Bali Resort.
- b. To describe the language expressions used in handling guests as a waiters/waitresses at Moonlite Kitchen and Bar of Anantara Seminyak Bali Resort.

1.4 Significance of the study

1. For Students

- a. Students can get a description of how the staffs perform their tasks at Anantara Seminyak Bali Resort, especially in Food and Beverage Department.
- b. Students know how to handle outside or in-house guest at restaurant.

2. For Institution

This report will be an additional reference for the library in the institution, and is expected to be a good reference for the students who want to do the same research or be a preliminary research for other students about handling guest by waiters/waitresses.

