

# CHAPTER I

## INTRODUCTION

### 1.1 Background of the study

Restaurant is the place for the guest to have food and beverage complete with the equipment. According to Rachman (2019) a restaurant is a place or house that provides food and drinks for consumption by guests are equipped with equipment storage, presentation, and sale of food and beverages for the public are operated commercially

In the restaurant, there are two departments, namely Product and Service. According to Rachman (2019), the food & beverages department is the department which is accountable for food and drink services, which consists of two parts: food and beverage service (restaurant and room service), food, and beverage products (kitchen).

English is one of the most important things when we would like to jump into the tourism industry, not only the language but also the skill and experience in the hospitality industry. Students should be prepared with theories as well as practices or skills that would be useful and help them to survive in the real situation. Although, the students had been prepared well, they will still face some problems in the real situation.

For instance, when the writer conducted on the job training program at the Fairfield by Marriott Bali Kuta sunset road as a waiter in the food and beverage department, the writer faced some problems in restaurant operation that affected the guest's feeling or experience when visiting the hotel. The writer was interested in identifying the Problems take place in restaurant operation at Fairfield by Marriott Bali Kuta sunset road and identified the ways to solve them.

## **1.2 Statement of the Problems**

The problems in this study can be formulated as follows:

1. What are the problems that occurred in restaurant operation at Fairfield by Marriott Bali Kuta Sunset Road?
2. What are the ways to solve the problems occurred in restaurant operation at Fairfield by Marriott Bali Kuta Sunset Road?

## **1.3 Purpose of the study**

From the problem, the purpose of the study is:

1. To uncover the problems take place at restaurant operation at Fairfield by Marriott Bali Kuta Sunset Road.
2. To find out the solution of problems occur in restaurant operation at Fairfield by Marriott Bali Kuta Sunset Road.

## **1.4 Significance of the study**

The conclusions of the study are expected to be helpful as follows:

1. For students

Students can understand and prepare themselves to do better service and know the solution when facing the same problems while serving at a restaurant.

2. For the University of Education Ganesha

With this program, the university not only gives the theoretical knowledge in hospitality industry but also gives the skills and settlement tips to improve students' skills.

3. For Fairfield by Marriott Bali Kuta Sunset Road

It can affect the confidence of all of the staffs, especially the Food and Beverage service staffs. They will know how to treat the guest beyond the guest's expectations and prepare themselves before facing the same problems.