

CHAPTER 1

INTRODUCTION

1.1 Background of Study

A hotel is a sort of accommodation that encourages visitors to come to the area. One of the departments available at the hotel is the Food and Beverage Department. The two divisions of the Food and Beverage Department are Food & Beverage Product and Food & Beverage Service. F&B service includes the main restaurant, banquets, and room facilities, while F&B product consists of the kitchen. In the main restaurant, the guests could get breakfast, lunch, or dinner. Room service is accessible in rooms offering meals and beverages. A banquet is used to serve and prepare the food during an event, a meal, or a celebration.

There are restaurant managers, supervisors, and staff that could be encountered in the hotel. The manager must be responsible for all aspects of the operation in the restaurant, and the supervisor's job is to supervise the staff.

Food and Beverage service is a part of the Food & Beverage program that offers guests who choose to eat breakfast, lunch, or dinner. Food and beverage facilities are one of the most important aspects of a hotel, as guests would require food or drinks at some moment during their stay. Bali Taman hotel is an establishment that provides guests with mention facilities, including the restaurant. Bali Taman hotel is also affected by the pandemic. It involves the working hours for both the staff and trainee.

In the restaurant, there is a morning shift and an afternoon shift. Typically staff works around eight (8) hours a day. Due to the COVID-19 pandemic situation by following the health protocol regulations, the training hours are set to be four (4) hours. Therefore, within one month, the training participants receive five training times.

Set up the table, drink, clear up the table, and prepare breakfast are some of the waiters' responsibilities. Each restaurant has its own standard operational procedure. The standard operational procedure is a stage of working in a workplace and must be followed by all staff. During their time in the restaurant, the workers should follow the standard operational procedure (SOP).

A research has been conducted by Sugiarta (2020). The research focused on the division of F&B service tasks in staff. The study found that F&B Service has four tasks, namely the waiter or waitress job description in the breakfast section, in lunch section, in the dinner section, and pool area.

Another research was also conducted by I Gede Oky Darmawan (2018), which focused on standard operational procedure of guest service for waiter. The study found that the standard operational procedure for waiters In Grand Palace Hotel they are SOP for handling breakfast, SOP for handling lunch, and SOP for handling dinner.

Based on previous research that discussed duties as trainee waiters in food and beverage service, none of them discussed health protocols. Health protocols are rules issued by the government through the ministry of health in regulating the safety of activities during the COVID-19 pandemic. The purpose of implementing health protocols is to help the community to be able to move safely and not endanger the health conditions of others. This research will be conducted and will focus on the differences in the trainees' duties before and during the COVID-19 pandemic. The results of this study will help the next training participants who will train at the hotel as long as they carry out the training program from the campus or school. The purpose of this study was to determine the differences in the trainees' tasks before and during the COVID-19 pandemic.

Therefore, the writer purpose in doing this final project is to do the newest research in the same field, namely about the tasks. But the difference for this research with the two studies that the writer has mentioned. The writer wants to analyze the differences between the trainees' tasks before and during the COVID-19 pandemic at

Bali Taman Beach & Resort Lovina Hotel as the new research during the COVID-19 pandemic.

As a result, the main focus of this paper is on the differences between the trainee's tasks before and during the COVID-19 pandemic at Bali Taman Beach & Resort Lovina Hotel.

1.2 Scope of Study

To identify the differences between the tasks of the trainees' before and after the COVID-19 pandemic.

1.3 The Statement of Problems

1. What are the trainees' tasks before the COVID-19 pandemic?
2. What are the trainees' tasks during the COVID-19 pandemic?

1.4 Purpose of the Study

- a) To identify the trainees' tasks before the COVID-19 pandemic
- b) To identify the trainees' tasks during the COVID-19 pandemic

1.5 Significance of the Study

1. Theoretical Significance:

This study would give knowledge about what are the differences of tasks of trainees before and during the COVID-19 pandemic situation at F&B Department.

2. Practical Significance:

For the student

The result of this study could increase the knowledge about the differences between the tasks of the trainees' before and after the COVID-19 pandemic.

For the institution

The result of this study is also expected to be beneficial for institution as reference to support some materials about the differences between the tasks of the trainees' before and after the COVID-19 pandemic.

