

APPENDICES

Appendix 1 The Observation Sheet Tasks of the trainee at Bali Taman Lovina Beach & Resort Hotel before and during COVID-19

No.	Questions
1.	What are the tasks that a trainee does before the COVID-19 pandemic at the F&B Service?
2.	What are the tasks that a trainee does during the COVID-19 pandemic at the F&B Service?
3.	What conditions must a trainee provide during the COVID-19 pandemic in serving guests?
4.	What equipment must a trainee prepare and what are the directions for guests attending to apply health protocols at the Bali Taman hotel during the COVID-19 pandemic?
5.	Are there any other duties of a trainee outside of the F&B Service section?

Respondent: A

No.	Response
1.	Communicate with restaurant staff about the specials of the day, menu updates, and service standards prior to making a reservation, Prepare the table by polishing the table, prepare linen/placemats, cutlery and glasses, Assist guests to their table with greet them and lead them to the table Serving the menu and if necessary, provide detailed information, e.g. about ingredients in food or drink or possible food allergies, Inform guests about the specials of the day on certain days, Provide menu recommendations on request to

	<p>guests, Sell products additional if needed, Handle food and beverage orders in a professional manner according to standard operating procedures (SOP), Inform kitchen staff about order details, Serve food and beverage orders, Check cleanliness, serve dishes, kitchen utensils and report any problems, Maintain cleanliness dining room with table setting, Deliver dirty dishes , glasses and cutlery to the kitchen for washing, and Ensure that guests receive excellent service.</p>
2.	<p>The task of F&B Service during the pandemic is actually the same as before the pandemic, the difference is only in the process, for example wearing masks, stricter sanitation, gloves, and tables must be cleaned often using antiseptic, keep your distance, especially if there is a buffet, the distance must be guarded.</p>
3.	<p>Grooming must be appropriate, sanitation, masks, gloves, and hand washing; otherwise, it must be hospitality skills, such as eye contact, polite, friendly, and menu knowledge. If it is a buffet, we give directions to guests to wear gloves and hand sanitizers, then the queuing distance between guests is also regulated, table cleanliness, and cutlery.</p>
4.	<p>The health protocol sanitation equipment, if there is a problem with directions to guests, we direct them to wash their hands or use hand sanitizers before entering the restaurant politely.</p>
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Respondent: B

No.	Response
1.	Prepare the table by polishing the table, preparing linen/placemats, cutlery, and glasses, Helping hotel guests to their table by greeting them and escorting them to the dining table, Serves menus to guests, Handles food and beverage orders in a professional manner according to company SOPs, and Serve food and beverage orders.
2.	The F&B Service tasks during the pandemic are different, namely using masks, using sanitation, gloves, tables must be cleaned frequently using antiseptic, and keeping a distance from guests.
3.	Still have to keep a distance from guests, or other staff, clean tables and cutlery. At the time of the buffet, we give directions to guests to wear gloves and hand sanitizers because they take turns taking the food to avoid the spread of COVID-19.
4.	Equipment during training during the pandemic period uses a mask/face shield and wears gloves when serving food. Directions to guests such as the obligation to wear masks, hand sanitizers, use gloves, especially during meetings. So that the food does not come into direct contact with many people. The spoon in the buffet is an example, because it is used interchangeably.
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Appendix 2 Restaurant Bali Taman Lovina Beach & Resort Hotel

