

BAB V

PENUTUP

A. Kesimpulan

Berdasarkan pembahasan yang telah penulis uraikan, maka dapat diambil kesimpulan sebagai berikut :

1. Dalam meningkatkan pelayanan terhadap tamu, peranan *waiter /waitress* saat menangani tamu menginap yang tidak *include breakfast* datang ke *breakfast time* sangat penting untuk saling menjaga kenyamanan untuk mencapai kepuasan tamu. Untuk melayani dan memenuhi semua kebutuhan tamu, seorang *waiter/waitress* diharuskan mengerti bagaimana cara *menghandle* yang baik disertai rasa memiliki dan rasa betapa pentingnya menjaga komunikasi kerja yang baik. Serta pentingnya tanggung jawab yang harus dimiliki di setiap *jobdesk* masing-masing.
2. Ketika *waiter/waitress* melakukan pelayanan terhadap tamu dengan tujuan untuk meningkatkan kepuasan tamu, seringkali *waiter/waitress* kurang memperhatikan beberapa hal termasuk dirinya sendiri dimana beberapa hal yang mengganggu mata ataupun penciuman merupakan hal yang serius untuk di atasi agar tidak mengganggu kenyamanan tamu.
3. Dengan adanya *waiter/waitress* yang memiliki tanggung jawab penuh atas area kerja mereka, seharusnya lebih bertanggung jawab lagi atas

pekerjaan yang mereka jalani, baik tanggung jawab atas pelayanan, ataupun kenyamanan tamu.

B. Saran

Demikian laporan ini yang dapat disampaikan mengenai pengamatan selama program Magang di Hyatt Regency Hotel Yogyakarta pada *Departement Food and Beverage Service* ini. Tentunya dalam penulisan ini masih banyak terdapat kekurangan yang dikarenakan terbatasnya referensi dan juga acuan yang didapatkan dalam pembuatan laporan ini. Saya selaku penulis berharap pembaca dapat mengerti dan memahami isi dari laporan ini dan dapat dijadikan pedoman untuk pembuatan laporan selanjutnya.

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LAMPIRAN

1.1 Surat Pengantar Pedoman PKL Ketempat yang di Tujuan



Hyatt Regency Yogyakarta
Jl. Palagan Tentara Pelajar
Yogyakarta 55581
Indonesia
Tel : +62 274 869 123
Fax : +62 274 869 586
E-mail : agatha.paskalin@hyatt.com
yogyakarta.regency.hyatt.com

DATE : August 30, 2021
TO : Ibu Angela Ariani, S.H., M.M. FAX NO. :
Training Coordinator TEL NO. :
FROM : Agatha Paskalin
HYATT REGENCY YOGYAKARTA

Dear Ibu Angela,

Warmest greetings from Hyatt Regency Yogyakarta!

It is with a great pleasure to inform you the result of our selection interview with following details:

No	Name	Start Date	M / F	Department
1	Lia Rahmawati	Sept 6, 2021	F	Accounting
2	Avellino Alvin Deksano	Sept 6, 2021	M	FB Kitchen
3	Rizki Anang Suseno	Sept 6, 2021	M	FB Kitchen
4	Dwi Anggraini	Sept 6, 2021	F	FB Service
5	Airlangga Andra Ramadhan	Sept 6, 2021	M	FB Service
6	Nurhuda	Sept 6, 2021	M	FB Service

New trainees must attend our Global Orientation Program in the The Residence – Krakatau Room, Hyatt Regency Yogyakarta on **Monday, September 6, 2021 at 09.30 AM with the Dresscode: Smart Casual (No school uniform. Sneakers are allowed)**. The duration of this training program is 6 months starting from Sept 6, 2021 to Mar 5, 2022.

On the first day, all new trainees must provide and submit the following documents:

1. Medical examination of HbsAG test, urine routine test, faeces, and COVID-19 rapid test Antigen. The rapid test Antigen must be done one to three days before the starting date and must be declared as Negative. For FB Service, FB Pastry and FB Kitchen trainees, please also provide rectal swab and thorax examinations.
2. Copy of ID Card (*Kartu Tanda Penduduk*)
3. Copy of Birth Certificate (*Akta Kelahiran*)
4. 1 pc of color photo 4x6cm
5. Copy of BPJS Kesehatan/ Jamkesmas/ Kartu Indonesia Sehat or another medical insurance. Trainee needs to bring the card for the whole training period.
6. Copy of BPJS Ketenagakerjaan (if any)
7. Prepare only black, white, or medical masks. Trainee should wear the mask all the time.
8. Bring your own tumbler and cutlery (spoon and fork)
9. Bring along a hand sanitizer in your pocket all the time
10. The working attire:
 - a. FB Service trainees need to prepare batik for Tuesday attire. Trainees will wear our uniform for the other days.
 - b. FB Kitchen and FB Pastry trainees need to prepare and wear black safety shoes for the whole training period and prepare some pairs of black trousers. The white jacket, apron, and hat chef are provided by the hotel. For fostering our commitment in hygiene, it is also required to provide the face shield. The hand gloves are provided by the hotel. For students who have allergy on latex gloves, please provide themselves other gloves with other materials, such as Nitril or Vinyl gloves. The color of the gloves must be white/ivory.
 - c. An Accounting trainee must prepare batik for Tuesday attire and smart casual outfit for the other days.

For any assistance and inquiry related to this selection interview result and training program at Hyatt Regency Yogyakarta, please feel free to contact me.

With my best regards,

Agatha Paskalin
Learning & Development Manager

1.2 Surat Balasan/Jawaban Pemberian Ijin dari Tempat PKL



Hyatt Regency Yogyakarta
Jl. Palagan Tentara Pelajar
Yogyakarta 55581
Indonesia
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Fax : +62 274 869 586
E-mail : agatha.paskalin@hyatt.com
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DATE : Aug 30, 2021

TO : Ibu Angela Ariani, S.H., M.M. FAX NO. : _____
Training Coordinator TEL NO. : _____

FROM : Agatha Paskalin
HYATT REGENCY YOGYAKARTA

Dear Ibu Angela,

Warmest greetings from Hyatt Regency Yogyakarta!

It is with a great pleasure to inform you the result of our selection interview with following details:

No	Name	Start Date	M / F	Department
1	Dwi Anggraini	Sept 6, 2021	F	FB Service

New trainees must attend our Global Orientation Program in the The Residence – Krakatau Room, Hyatt Regency Yogyakarta on Monday, September 6, 2021 at 09.30 AM with the Dresscode: Smart Casual (No school uniform. Sneakers are allowed). The duration of this training program is 6 months starting from Sept 6, 2021 to Mar 5, 2022.

On the first day, all new trainees must provide and submit the following documents:

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4. 1 pc of color photo 4x6cm
5. Copy of BPJS Kesehatan/ Jamkesmas/ Kartu Indonesia Sehat or another medical insurance. Trainee needs to bring the card for the whole training period.
6. Copy of BPJS Ketenagakerjaan (if any)
7. Prepare only black, white, or medical masks. Trainee should wear the mask all the time.
8. Bring your own tumbler and cutlery (spoon and fork)
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For any assistance and inquiry related to this selection interview result and training program at Hyatt Regency Yogyakarta, please feel free to contact me.

With my best regards,

Agatha Paskalin
Learning & Development Manager

1.3 Seterfikat Praktek Kerja Lapangan



1.4 kegiatan keseharian selama masa praktek kerja lapangan



SetUp for Dinner



Training Wine



Prepare a Romantic Dinner at candi



Handle Even Natal

Bentar