

BAB IV

PENUTUPAN

A. Kesimpulan

Saat melakukan riset dan penelitian di Hotel Hyatt Regency Yogyakarta, penulis mendapatkan banyak hal seperti pengalaman baru dan tambahan pengetahuan. Ada pun kesimpulan berdasarkan rumusan dan pembahasan masalah pada bab sebelumnya diantaranya, sebagai berikut:

1. Untuk menjadi seorang *waiters* yang *professional* ada beberapa syarat dan aturan yang harus dimiliki dan dilakukan diantaranya meliputi dari 3 aspek utama yaitu adalah penampilan fisik, tingkah laku, dan keterampilan dalam memberikan pelayanan yang melampaui keinginan tamu.
2. Cara untuk mengetahui kepuasan tamu dapat menggunakan dua cara yaitu secara langsung atau tidak langsung. Secara langsung berarti langsung menanyakannya kepada tamu apakah puas dengan pelayanan kita. Secara tidak langsung contohnya ialah dengan memberikan *comment* yang berada di google maps.

B. Saran

Setelah penulis menarik kesimpulan berdasarkan data dan pembahasan yang telah diuraikan sebelumnya, maka penulis mengemukakan beberapa saran – saran antara lain:

1. Hendaknya *Trainee* diberikan program pelatihan dan pendidikan yang memberikan *Trainee* untuk dapat berkomunikasi dengan baik dan benar, agar kualitas kerja *Trainee* maksimal dalam membantu operasional kerja di Hotel Hyatt Regency Yogyakarta.
2. Hendaknya seorang senior harus memberikan / memberitahukan kepada para *Trainee* dengan baik dan benar mengenai menu yang ada atau di jual di Hotel Hyatt Regency Yogyakarta, prosedur kerja dan khususnya cara berkomunikasi yang baik dengan tamu.
3. Para *Trainee* yang sedang melaksanakan *On The Job Training* di *Food and Beverage Service* Hotel Hyatt Regency Yogyakarta harus mengetahui tentang menu yang ada di Hotel Hyatt Regency Yogyakarta.
4. Hyatt Regency Yogyakarta seharusnya memberikan *uniform* sendiri untuk para *trainee*.

DAFTAR PUSTAKA

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LAMPIRAN

Surat Pengantar interview



YAYASAN PENDIDIKAN KARYA SEJAHTERA
**SEKOLAH TINGGI PARIWISATA AMPTA
YOGYAKARTA**

Jl. Laksda Adisucipto Km.6 (Tempel, Caturtunggal, Depok, Sleman) Yogyakarta 55281
Telp / fax : (0274) 485115 - 489514 Website : www.ampta.ac.id Email : info@ampta.ac.id, ampta@yahoo.co.id

Nomor : 901/Q.AMPTA/VI/2021
Hal : Pengantar Interview
Lamp : 1 (satu) lembar

Yogyakarta, 25 Juni 2021

Yth.
Ms Agatha Paskalin
Learning & Development Manager
Hyatt Regency Yogyakarta
Yogyakarta

Salam sehat dan salam sejahtera dan STP AMPTA Yogyakarta

Dengan hormat,

Berdasar pembicaraan kami via whatsapp tanggal 25 Juni 2021, dengan ini kami mengirimkan 26 (dua puluh enam) mahasiswa - daftar nama mahasiswa beserta departemen yang mereka pilih terlampir pada surat ini, yang akan mengikuti interview pada:

Hari, tanggal : **Senin, 28 Juni 2021**
Pukul : 10.00 WIB (sesi 1) utk 10 mhs
13.00 WIB (sesi 2) utk 12 mhs
Tempat : Kantor HRD Hyatt Regency Yogyakarta
Syarat peserta : Membawa CV (persyaratan lain disusulkan)

Demikian, atas perhatian dan bantuan yang diberikan kepada para mahasiswa kami tersebut, kami mengucapkan terima kasih. Semoga bisa terjalin kerjasama yang baik.

Hormat kami,

Drs. PRIHATNO, M.M.



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yogyakarta.regency.hyatt.com

DATE : July 5, 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	Nanda Wisnu Wardhana	July 21, 2021	M	Front Office
2	Ramaditya Ferian Mahendra	July 21, 2021	M	Housekeeping
3	Christian Viery	July 21, 2021	M	Housekeeping
4	Wahyu Bima Prabogani	July 21, 2021	M	FB Kitchen
5	Tezar Sadam Arendra	July 21, 2021	M	FB Service
6	Mochamad Surya Akbar	July 21, 2021	M	FB Service
7	Gilang Sheva Gautama	July 21, 2021	M	FB Service
8	Az-zahra Diva	July 21, 2021	F	FB Pastry

New trainees must attend our Global Orientation Program in the The Residence – Agung Room, Hyatt Regency Yogyakarta on **Wednesday, July 21, 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 July 21, 2021 to January 20, 2021.

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 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 cutleries (spoon and fork)
9. Bring along a hand sanitizer in your pocket all the time

10. The working attire:

- a. Front Office trainees must prepare batik for Tuesday attire and smart casual outfit for Friday attire. Trainees will wear our uniform for the other days.
- b. Housekeeping trainees must prepare batik for Tuesday attire and smart casual outfit for Friday attire. Trainees will wear our uniform for the other days.
- c. 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.

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

Sertifikat

CERTIFICATE

This is to certify that

TEZAR SADAM ARENDRA

has successfully completed Practical Training
in FB Service Department
from 26 July 2021 to 25 January 2022

Yogyakarta, 25 January 2022



PRA TIWI DAMAYANTI
Dir. of Human Resources



**HYATT
REGENCY
YOGYAKARTA**



NURCAHYADHI
General Manager



Lampiran Dokumentasi



Gambar 2.1 Menjaga Stand Coffe Break
Sumber : Observasi Lapangan, 2022



Gambar 2.2 Bartender di Bogey's Teras
Sumber : Observasi Lapangan, 2022



Gambar 2.3 Mocktail Green Forest
Sumber : Observasi Lapangan, 2022



Gambar 2.4 Waiters di Bogey's Teras
Sumber : Observasi Lapangan, 2022



Gambar 2.5 Greeter di Angkringan Hyatt Regency Yogyakarta
Sumber : Observasi Lapangan, 2022



Gambar 2.6 Bartender di Angkringan Hyatt Regency Yogyakarta
Sumber : Observasi Lapangan, 2022