

## BAB IV

### PENUTUP

#### A. Kesimpulan

banyak hal baru yang di dapat baik wawasan maupun keterampilan dalam bekerja, khususnya dalam *time management* untuk memaksimalkan pelayanan ketepatan waktu penyajian makanan kepada tamu, penulis dapat menyimpulkan bahwa:

1. Upaya staf *restaurant kitchen* dalam meningkatkan pelayanan makanan dari segi rasa, kebersihan dan ketepatan waktu penyajian telah dilaksanakan dengan disiplin. Dimulai dengan meningkatkan *product knowledge, hygiene & sanitation*, dan *time management* baik personal maupun sebagai *team*.
2. Hal-hal yang menyebabkan keterlambatan penyajian makanan dapat disebabkan oleh kurangnya perhatian dari beberapa karyawan seperti menganggap remeh *mice en place* di awal *opening kitchen* dan beberapa kesalahan teknis seperti rusaknya alat-alat kitchen disaat operasional.

#### B. Saran

penulis memberikan saran-saran untuk meningkatkan pelayanan ketepatan waktu penyajian makanan kepada tamu sebagai berikut:

1. Meningkatkan kesadaran tiap *staff kitchen* agar lebih memperhatikan *mice en place* lebih teliti agar tidak ada bahan-bahan yang belum siap disaat *Restaurant* sudah mulai beroperasi.
2. Pihak hotel melakukan perbaikan menyeluruh terhadap *equipments* dan *utensils kitchen* agar proses memasak bisa lebih maksimal.
3. Atasan seperti *Executive Chef* dan *Sous Chef* melakukan pengawasan lebih terkait *time management* pengolahan makanan.

## DAFTAR PUSTAKA

### Buku :

- Bagyono. (2017). *Pariwisata dan Perhotelan*. Bandung : Alvabeta.
- Lawson. (1976). *Hotels, Motels, And Condominius : Design, Planning, And Maintenance* : Amerika.
- Sambodo. Agus dan Bagyono. (2006). *Dasar-Dasar Kantor Depan Hotel*. Yogyakarta.
- Se. Bartono. Em Ruffino. (2015). *Dasar – Dasar Food Product*. Yogyakarta: Andi Yogyakarta.
- Adjab Subagjo. 2009. *Pengantar Ilmu Perhotelan dan Restoran*. Yogyakarta : Graha ilmu.
- Pendit, Nyoman S. 2011. *Ilmu Pariwisata*. Jakarta: Pradnya Paramita.
- Soekresno. *Manajemen Food and Beverage*. 2010 Edisi ke II. Jakarta: PT.GramediaPustaka Utama.
- Adly Ranggana. 2011. *Pengetahuan Tentang Dapur*. Bandung: Alfabeta.

### Internet :

<https://ilmumanajemenindustri.com/tujuan-manfaat-pelatihan-kerja-objective.com>

<https://id.m.wikipedia.org>

Sri Larasati. 2016. *Excellen Hotel Operation*. Yogyakarta: Ekuilibria.

[https://www.hyatt.com/en-US/hotel/indonesia/hyatt-regency-yogyakarta/yogya?src=adm\\_sem\\_agn\\_pfx\\_corp\\_apac\\_other\\_PFX\\_Search\\_Google\\_ASPAC\\_ASPAC\\_YOGYA\\_BR\\_Hyatt\\_ID\\_EN\\_YOGYA\\_BR\\_Exact\\_Rooms\\_ID\\_EN\\_Hyatt+Regency+Yogyakarta&gclid=Cj0KCQjw18WKBhCUARIsAFiW7Jzj1Vla2oMm9O\\_rS6vFj33UG\\_xdtFKT0NLWzMCmPzdwMR90n1rR3iwaAh\\_L\\_EALw\\_wcB&gclsrc=aw.ds](https://www.hyatt.com/en-US/hotel/indonesia/hyatt-regency-yogyakarta/yogya?src=adm_sem_agn_pfx_corp_apac_other_PFX_Search_Google_ASPAC_ASPAC_YOGYA_BR_Hyatt_ID_EN_YOGYA_BR_Exact_Rooms_ID_EN_Hyatt+Regency+Yogyakarta&gclid=Cj0KCQjw18WKBhCUARIsAFiW7Jzj1Vla2oMm9O_rS6vFj33UG_xdtFKT0NLWzMCmPzdwMR90n1rR3iwaAh_L_EALw_wcB&gclsrc=aw.ds)

<http://repository.umy.ac.id/bitstream/handle/123456789/21254/BAB%20II.pdf?sequence=6&isAllowed=y>

# LAMPIRAN

## LAMPIRAN 1



**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 : March 4, 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	Tesalonika Rafaela Carmen	March 8, 2021	F	FB Pastry
2	Otniel Christiawan	March 8, 2021	M	FB Kitchen
3	Enrico Christian Hermanto	March 8, 2021	M	FB Kitchen
4	Alif Budi Prayoga	March 8, 2021	M	FB Kitchen
5	Nibras Abdi	March 8, 2021	M	FB Kitchen
6	Attala Noval	March 8, 2021	M	FB Kitchen
7	Maria Natasya	March 8, 2021	F	Front Office
8	Linkan Nabila	March 8, 2021	F	Front Office

New trainees must attend our Global Orientation Program in the The Residence – Krakatau Room, Hyatt Regency Yogyakarta on **Monday, March 8, 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 March 8, 2021 to September 7, 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. 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*



### LAMPIRAN 3 DOKUMENTASI

Set menu, Buffet, Breakfast, Bukber Event, Ala'carte, Dinner Buffet, Product,  
Cannape











