

ACTIVITIES BEING A WAITRESS OF FOOD AND BEVERAGE SERVICE INI IBIS STYLES HOTEL YOGYAKARTA

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ABSTRACT

I conducted my internship program during three months in Ibis styles Hotel Yogyakarta from March until June. I chose Ibis Styles Hotel Yogyakarta as my internship program place, because the location is heart of city and near from the main object tourism in Yogyakarta. So, there are many tourists stay in Ibis Styles Hotel, especially foreign tourists. Here, I could apply my English skill and knowledge that I got from the college such as English for Hotel and Restaurant, Public Speaking and Public Relation. In this internship program I was placed in Food and Beverage Department as a waitress. During my internship program I did some jobs, they were setting up buffet, setting up table, serving the guest, clearing up the table, room service, setting up meeting room and handling group for lunch or dinner. I faced some problems during Internship Program, before I was taking order I forget to check menu that already sold out until I get complain from the guest because I am not careful when I taking order. My supervisor and my senior always supervised my job and showed me the standard job when I made mistakes. In this case I learn from my supervisor explanation and remember what they said. From those activities I got new knowledge and experiences to faced the real work. I conclude that Ibis Styles Hotel Yogyakarta was an appropriate place to do internship program.

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