

INTISARI

Saat ini kegiatan wisata kuliner sudah menjadi kebutuhan primer bagi wisatawan. Wisata kuliner juga bisa dinikmati dalam perhotelan. Salah satu hidangan yang bisa dinikmati oleh wisatawan adalah di restoran dengan menyajikan menu hidangan makan pagi, makan siang dan juga makan malam. Kegiatan pengolahan makanan di The Alana Hotel and Convention Center Yogyakarta dilakukan oleh *section main kitchen*. Untuk melakukan kegiatan di dapur, *section main kitchen* membutuhkan komunikasi antar staf sehingga bisa menghasilkan pengolahan makanan dengan maksimal.

Kegiatan komunikasi ini diperoleh melalui wawancara dengan HRD, *sous chef* dan staf *section main kitchen*. Selain itu, penelitian ini dilakukan melalui observasi yang dilakukan dari bulan Desember–Maret 2017, dokumentasi dan studi pustaka. Penulis melakukan kegiatan *parsipatory*, yaitu kegiatan berpartisipasi dan membantu pekerjaan staf *main kitchen*. Kegiatan ini bertujuan untuk mendapatkan ilmu tentang Divisi *Food and Beverage Product*.

Hasil penelitian ini bertujuan untuk mengetahui adanya komunikasi yang dilakukan antar staf *section main kitchen* dan mengetahui kendala yang dimiliki dalam komunikasi antar staf *section main kitchen* Divisi Food and beverage Product.

Kata kunci: *main kitchen*, *Food and Beverage*, komunikasi, staf

ABSTRACT

Nowadays, culinary has become a primary need for tourists. Culinary can be enjoyed in hospitality. One of dishes that can be enjoyed for tourist is in the restaurant which serving breakfast, lunch, and dinner. Food processing activities in The Alana Hotel and Convention Center Yogyakarta are done by Main Kitchen Section. To do the activities in the kitchen, Main Kitchen Section needs communication, as a result Main Kitchen Section can do food processing maximally.

Communication activities are obtained through interview with HRD, sous chef, and main kitchen section staff. Moreover, the research is done by doing observation which is done from December- March 2017, taking documents, and literature review. The writer does participatory activities. It is an activity to participate and assist main kitchen section's work. The activity aims to get knowledge about Food and Beverages Product Division.

The result of the research aims to know the communications inter main kitchen section staff and to know the obstacles inter main kitchen section staff Food and Beverage Product division.

Keyword: *main kitchen, Food and Beerage, communication, staf*