

INTISARI

Tujuan dari penulisan tugas akhir ini adalah untuk menjelaskan tentang pelayanan *food and beverage* di Amaris Hotel Diponegoro Jogja dan beberapa tantangan dalam departemen *food and beverage*. Adapun pemilihan topik bahasan, yaitu pelayanan *food and beverage* di Amaris Hotel Diponegoro Jogja berdasarkan atas pentingnya fungsi departemen *food and beverage* di hotel.

Metode yang digunakan dalam tugas akhir ini terdiri dari studi lapangan dan studi pustaka. Studi lapangan berupa observasi langsung dan wawancara. Sementara itu, studi pustaka menghimpun informasi dari sumber buku, buku elektronik, internet, *handout* tentang Amaris Hotel Diponegoro Jogja, *database* milik departemen *human resources* dan *food and beverage*, dan dokumen pribadi.

Berdasarkan hasil pembahasan dalam tugas akhir ini, Amaris Hotel Diponegoro Jogja menawarkan fasilitas standar berupa *bed and breakfast*. Adapun penyajian *breakfast* dilakukan oleh departemen *food and beverage*. Selain pelayanan *breakfast*, departemen *food and beverage* juga melayani pelayanan *welcome drink*, pelayanan *meeting and banquet*, pelayanan kafe, dan pelayanan kamar. Kemudian, dalam tugas akhir ini juga dikemukakan sejumlah tantangan dalam departemen *food and beverage* yang meliputi manajemen waktu, komunikasi antarstaf *kitchen*, dan para tamu. Untuk menghadapi tantangan-tantangan tersebut secara berurutan, cara yang digunakan adalah dengan berbagi tugas, mengadakan pengarahan secara intensif, serta memperhatikan dengan saksama permintaan para tamu dan melayani sesuai permintaan para tamu tersebut.

Kata kunci: Amaris Hotel Diponegoro Jogja, *food and beverage*, pelayanan.

ABSTRACT

The purpose of writing this graduating paper is to explain about food and beverage service in Amaris Hotel Diponegoro Jogja and the challenges in the food and beverage department. Choosing a topic about food and beverage service in Amaris Hotel Diponegoro Jogja is based on the importance of the function of the food and beverage department in the hotel.

The methods which were used in this graduating paper consisted of field study and library study. The field study was direct observation and some interviews. Besides, the library study gained any information from books, e-book, internet sources, the handout about Amaris Hotel Diponegoro Jogja, the human resources and the food and beverage department databases, and personal documents.

According to the discussion in this graduating paper, Amaris Hotel Diponegoro Jogja offered the basic standard facilities to the guests, namely bed and breakfast. The breakfast service was handled by the food and beverage department. Beside the breakfast service, the food and beverage department also served welcome drink service, meeting and banquet service, table service, and room service. In this graduating paper, there were also several challenges in the food and beverage department which covered the time management, the communication among the kitchen staffs, and the guests. To solve the challenges respectively, some ways were applied such as sharing jobs, holding intensive briefings, and also paying attention to the guests' requests and giving service to the guests according to their requests.

Keywords: Amaris Hotel Diponegoro Jogja, food and beverage, service.