

**DUTIES AND RESPONSIBILITIES OF WAITER AND WAITRESS AT LIBRA EXECUTIVE KARAOKE SURABAYA**

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**ABSTRACT**

The purpose of writing this final assignment is to find out the duties and responsibilities of *waiters* and *waitresses* at Libra Executive Karaoke Surabaya. The author worked as *a waiter* and made observations at Libra Executive Karaoke for four months starting from 22 September 2022 to 22 January 2023. The author can conclude that the duties and responsibilities of waiters and *waitresses* at Libra Executive Karaoke Surabaya are preparing supplies and equipment and providing services to visitor.

**Keyword:** *waiter dan waitress, restoran, tugas dan tanggung jawab*

**ABSTRACK**

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**Keywords:** waiters and waitress, restaurant, duties and responsibilities.

**PENDAHULUAN**

Food and drink are one of the basic needs of every human being. Currently, the need for food and drink is not only for human survival, but for some people it is also a lifestyle. As time goes by, the tendency for people to fulfill and enjoy food and drinks outside the home is increasing, one of which is in restaurants.

In Surabaya in particular, currently you can find many types of restaurants, some are located in hotels, malls or offices and many also stand alone outside buildings. Each restaurant has a different way of serving, building concept and type of food. Thus, there are various types and names for restaurants. All types of restaurants generally have the same interests and goals, namely to gain financial profits by selling food and drinks and providing satisfactory service to guests who come.

In general, someone comes to a restaurant with the aim of enjoying food and being served, so that guests who come not only have experience of the taste of food, but also experience the service provided while the guest is enjoying food at the restaurant. Service is very important, because the better the service provided to guests, the more likely it will be that more guests will come to the restaurant and the greater the possibility that the restaurant will generate greater profits. This service is provided to guests through restaurant *staff* who are often called *waiters* and *waitresses*.

Based on this background, the author took the title **"DUTY AND RESPONSIBILITIES OF WAITER**

**AND WAITRESS AT LIBRA EXECUTIVE KARAOKE SURABAYA".**

**RESEARCH METHODS**

**DISCUSSION**

Libra Executive Karaoke Surabaya is a place that has an Executive feel and inside there are Karaoke *rooms* and a luxurious *Lounge Bar*. Libra Executive Karaoke provides alcoholic drinks from various countries, apart from that, Libra Executive Karaoke also provides snacks and also *Moctail* and *Cocktail drinks*. The author worked as *a waiter* making observations from 22 September 2022 to 22 January 2023.

*Food and Beverage Service* Department, which is one of the departments that generates *income* at Libra Executive Karaoke, requires thorough professional human resource performance and prioritizes guest satisfaction as a principle in working to keep getting customers who come to the outlet. To improve the quality of *waiters' service* to guests, this can be done by:

**Meeting (Briefing)**

To maintain the security and satisfaction of guests who come to Libra Executive Karaoke, meetings (briefings) must always be held, led by a supervisor or captain. *Briefings* are usually held at 13:00 (1 pm) and 19:00 (7 pm) before starting work.

The author describes the duties and responsibilities of *the waiter/ss* at Libra Executive Karaoke Surabaya as follows:

1. Responsible for preparing equipment and tools that will be used in the service including:
  - Polishing *glassware*, *Wine glass*, *shotter glass*. After that, *wrapping the glass*, arranging it in the *karaoke room* and arranging *the mini bar* such as nuts, chocolate, mineral water, *green tea*, *chess sticks*.
  - Put up *a guest list* in each *room*,
2. Provide service to guests
  - a. Welcoming incoming guests
    - Say good night/afternoon when the guest has entered the Libra Executive Karaoke area
    - Open the door when guests enter the karaoke room, and prepare the mic and tablet to select songs
  - b. Prepare a food and drink list
    - Provide a list of food menus and drink menus and explain the products that guests are asking about. If someone doesn't understand, immediately ask the *head for help* to explain to the guest.
    - Write orders in a small book then write down the orders that guests order and repeat guests' orders so that there are no order errors, serve orders at guests' tables such as fruit, *snacks* and bottles of *alcohol*
  - c. Take and deliver guest orders and serve them
    - Place orders and drinks on the guest's table, then pour the alcohol *into the shotter glass*
    - Paying attention to the guest's needs, if the guest adds a bottle of drink, the order must be placed first, and while lifting the dirty glasses and plates on the guest's table, with the guest's permission, "Excuse me sir/madam, can I take the dirty plates"
    - Offer additional *room drink bottles* if the *alcohol bottles* run out if the guest is still inside
  - d. Complete guest payments  
Completing payments from guests as well as thanking and inviting guests to come back.

experienced delays in service and serving of food and drinks and the limit was *old fashion glass*.

As a solution, *waiters* and *waiters* ask guests to be patient in waiting for the food and drinks ordered, apologize to guests while providing *welcome snacks* (nuts, *cheese sticks*) and mixed fruit.

## CONCLUSION

From the discussion in the previous chapter, the author can conclude that the duties and responsibilities of *waiters* and *waitresses* at Libra Executive Karaoke Surabaya are to prepare equipment and tools and provide service to guests.

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## Obstacles and Solutions

When Libra Executive Karaoke was experiencing *peak season* (busy season) on *weekends*, the service provided by a *waiter* and *waiters* to guests