

**SEQUENCE OF SERVICE AT KAYANA RESTO IN ASTON SIDOARJO CITY HOTEL & CONFERENCE CENTER**

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**ABSTRACT**

This final assignment is entitled "*Sequance of Service* at the Kayana Restaurant at the Aston Sidoarjo City Hotel & Conference Center ". The aim of this writing is to find out *the sequence of service* at the Kayana Restaurant at the Aston Sidoarjo City Hotel & Conference Center. Data collection was carried out by means of observation and documentation at Kayana Restaurant at Aston Sidoarjo City Hotel & Conference Center "And it resulted in the conclusion that *the waiter/ss* at Kayana Resto Aston Sidoarjo City Hotel & Conference Hotel implemented *a sequence of service* in providing service to guests -the guest

**Keywords:** Restaurant , *sequence of service*

**ABSTRACT**

This final assignment is entitled "*Sequance of Service* at Kayana Restaurant at Aston Sidoarjo City Hotel & Conference Center". The purpose of this writing is to determine the sequence of service at Kayana Restaurant at Aston Sidoarjo City Hotel & Conference Center. Data collection was carried out by means of observation and documentation at the Kayana Restaurant at the Aston Sidoarjo City Hotel & Conference Center and resulted in the conclusion that the waiter/ss at the Kayana Resto Aston Sidoarjo City Hotel & Conference Hotel implemented a sequence of service in providing services to guests. the guest

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**PENDAHULUAN**

The hotel industry in Indonesia currently has many classifications ranging from one to five stars. Each hotel offers rooms as the main *product*, equipped with various facilities, namely restaurants, *bar* , swimming pools, *spas*, *gym centers* which can be enjoyed by both staying and non-staying guests.

A restaurant provides food, drinks and services that can be enjoyed by guests staying at the hotel or guests not staying at the hotel. The types of restaurants in hotels include *dining rooms*, *grill rooms*, *coffee shops*, *pubs*, *pizzeria bars*, *night clubs*. Types of restaurant service can be *self service/buffet service*, *table service*, *counter service*, *carry out service*.

Services in serving food and drinks to guests are provided by *the waiter/ss* starting from the time the guest arrives at the restaurant until the guest leaves the restaurant. In its service, restaurants have a service procedure called *the sequence of service*.

The important thing about *the sequence of service* is to provide the best service to guests. This will have an impact on guest satisfaction when visiting a restaurant and to build *the branding* or image of the restaurant. Apart from that, *a sequence of service* is needed to maintain service standards and as a guide for *waiters/SS* in carrying out restaurant services.

When *the sequence of service* is not carried out, errors will occur in the service provided to guests, complaints that arise include guests feeling ignored,

*order errors*, complaints about the length of service provided, and lowering the image of the restaurant that has been built.

Considering the importance of *the sequence of service* that needs to be carried out in a restaurant, the author is interested in raising the title "*Sequance of Service in the Restaurant Service at Aston Sidoarjo City Hotel & Conference Center*."

**RESEARCH METHODS**

**DISCUSSION**

The writer is *a waitress* at the Aston Sidoarjo City Hotel & Conference Hotel which is classified as a 3 star hotel with 24 hour restaurant facilities. Kayana Resto has 2 service standards, namely *self service* and *table service*. The author made observations and documented *the sequence of service* at Kayana Restaurant. Below, the author describes *the sequence of service* for *table service* at Kayana Resto Aston Sidoarjo City Hotel & Conference Hotel *standards* or *golden rules* set by archipelago international.

Archipelago International Standard *Sequence of Service*:

1. *Welcome Guests*
  - a. Give the greeting " Good morning/afternoon/evening", say the guest's name when getting to know the guest to make the guest happier and feel appreciated when saying his name while

- making *eye contact* and giving a warm smile to the guest .
- b. *Offering help* asks what assistance can be provided “Is there anything we can do to help? “
- c. *Ask for reservation* asks whether the guest has made a reservation or not. If not, ask how many people you want and *offer* whether you want *a smoking area* or a *non-smoking area*.
- d. *Excorting the guest* namely accompanying guests to view and select empty *tables that can be occupied*



Figure 3.9 *Welcome Guest*  
Source: Personal Documentation

## 2. *Sitting the Guest*

The *waiter/ss* is inviting and preparing the guest's chair to sit at the guest's chosen table. Steps taken:

- a. Pull up a chair slowly, giving priority to women and older people being invited to sit down.



Figure 3.10 *Sitting the Guest*  
Source: Personal Documentation

- b. For guests who have *babies*, offer to use *a baby chair*.
- c. If the guest has a lot of luggage, offer help to the guest who brings their belongings to store them so that the guest feels comfortable.
- d. If the guest is wearing a jacket, help the guest to take off the jacket and put it on the back of the chair.
- e. Offer to *fold the napkin* and put it on the guest's thigh with *an excuse*.

- f. Introduce yourself so that guests know *the waiter/ss* who will serve the *table*, making it easier for guests to ask for help as well as so that guests get to know *the waiter/ss* who will serve them and promote themselves.

## 3. *Presenting the Menu*

- a. Take a list of food and drink menus from *station*.
- b. Ensure that the menu taken is clean and in good condition by paying attention *to sold out items today* to facilitate *food and beverage suggestions* to guests.
- c. Giving from the right side of the guest and in an open state, give priority to the woman first or the older one to choose first.
- d. *The waiter/ss* who is *presenting the menu* is also required to bring a pen and *the captain's order*.



Picture 3.11 *Presenting the Menu*  
Source: Personal Documentation

## 4. *Upselling Menu*

- a. *Upselling* , by directing guests to choose food at a higher price
- b. *Subjective selling* , by directing guests to menu choices that suit the guests' wishes

## 5. *Taking Orders*

- a. *Taking orders* is the activity of receiving and recording guest orders , in this case food and drinks, which will then be forwarded to the relevant departments, including *the kitchen, bar* and cashier.
- b. *Recording Order* is recording guest orders by providing a special code to help other *teams cover serving food and beverages*, for example: *mineral water* can be abbreviated as MW



Figure 3. 12 *Captain Orders*  
Source: Personal Documentation

6. *Repeating the Order*  
After taking an order, a waiter/ss carries out a *repeating order*, namely repeating the order ordered by the guest to minimize errors.
  - a. Politely ask guests for a list of menus after placing an order.
  - b. Say thank you to the guest and ask the guest to wait for the order to come, they will come politely and inform you that if you need help, you can call *the waiter/ss* who is on site.

7. *Distributing Captain Order*  
*Distributing captain orders* is the process of distributing *captain orders* to each *outlet* or *department* related, namely:
  - a. Blue sheet : *bar*



Figure 3. 13 *Distributing Captain Order to the Bar*

Source: Personal Documentation

- b. Red sheet: *kitchen*



Figure 3. 14 *Distributing Captain Order to the Kitchen*

Source: Personal Documentation

- c. White and yellow sheets: *cashier*

8. *Welcome Food & Adjustment Cuttleries*
  - a. *Welcome food*, by serving appetizers while waiting for the main food to arrive  
*Indonesian: Crackers with fresh Sambal*  
*Western Food: soft roll with butter*
  - b. *Adjustment of cutleries*, by providing

*cutleries* according to the food chosen by guests



Figure 3. 15 *Providing welcome food and Adjustment Cuttleries*

Source: Personal Documentation

9. *Serving Beverages*
  - a. *Beverage* must be served before the food arrives
  - b. Ensure *coasters, straws, stirrers, sugar* suit the needs of the drinks you bring.
  - c. If guests order *can* or *bottle drinks*, bring it in front of the guest and help the guest to open the drink and *pour it into the glass*.
  - d. For *hot tea* using a *Chinese tea pot*, pour it slowly into the guest's *cup*
  - e. Make sure to serve drinks from the right side of the guest or from the easier side. While serving drinks, state the name of the drink being served so that guests know what drinks have arrived and avoid ordering errors.
  - f. Offer the guest another drink if you see the contents of the guest's drink are less than  $\frac{1}{4}$  glass.
10. *Serving Food*
  - a. Before the food ordered by the guest is served to the guest, prepare the equipment needed to serve the food in accordance with the restaurant's standard operating procedures.
  - b. Check the condition of the food in terms of cleanliness and changes in the quality of the food, spices or sauces that accompany the food, as well as the size and quantity of food ordered by guests.
  - c. Make sure the food is suitable for the captain so that you don't make the wrong order according to the intended table, size, quantity and *special request*.
  - d. When delivering food, a *waiter/ss* must carry the food using a *food cover* so that the food is not contaminated with dust.
  - e. Serve food from the right side of the guest or from the easier side while saying the



name of the food being served, for example "Excuse me ma'am/sir, Creamy spaghetti carbonara".

- f. Always stand by at *table charge* and ensure guest needs are met
- g. Always check if there are empty or dirty plates, those with food residue that exceeds 2 plates must be removed *clear up* immediately.
- h. Don't pile up too many dirty plates.
- i. Make sure to stack plates of the same type without any food left on them.
- j. Confirm to guests when all orders have been served.
- k. Offer again if there is additional food and ask if there are any deficiencies in the guest's order.

11. *Attentive service*

- a. *Attentive service* or *mingle* can be done by using *guest comments* or asking guests directly regarding the taste of food and drinks as well as the quality of the service provided
- b. *Attentive service* is carried out after 3-4 bites after the food is taken out. This aims to ensure that if the food or drink served is not suitable, such as being salty or not hot enough, it can be replaced with new food.

12. *Present the bill*

- a. *Input* all menus as written in *the captain order* on *the VHP system*.
- b. Use *a cover bill* and prepare a pen .
- c. Give *the bill* from the right side of the guest and in an open state.



Picture 3.16 *Presenting the Bill*  
Source: Personal Documentation

- d. If there is a special promo, event and or discount brochure that is going on , distribute it to the guests properly.
- e. If the guest pays using cash, count the money given to the guest first and make sure it matches the amount of the bill and if using *a card*, bring *the edc machine* to the guest's table.

- f. If there is payment by deposit, ask what room it is from then immediately ask *the front office* whether the room has a deposit or not. If the room has a deposit, make sure to ask for a signature and full name from the guest.

13. *Thanks giving to the guest upon checking out restaurant*

- a. When saying thank you, make sure to always make eye contact, smile, and bow slightly.
- b. Escort guests to *the elevator corridor* with a little conversation and inviting guests to



come back.

Figure 3.17 *Thanks given to the guest*  
Source: Personal Documentation

**CONCLUSION**

From the discussion above, the author can conclude that *the waiter/ss* at Kayana Resto Aston Sidoarjo City Hotel & Conference Hotel applies *sequence of service* in providing services to its guests.

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