Identify Industrial Work Practices in the Food and Beverage Product Department of Quest Hotel Kuta

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Abstract
This research identifies industrial Work Practices in the Food and Beverage Product Department of Quest Hotel Kuta. It can be used as a guide to improve the quality of work and creativity in entering the tourism industry. Increasing student knowledge in the Food and Beverage products field and implementing training will be helpful later when facing the industrial world. This research is descriptive qualitative research. The document used in this research is taken from Industrial Work Practices in the Food and Beverage Product Department of Quest Hotel Kuta Students’ report. After carrying out industrial work practices, the researcher gained a lot of useful work experience in the form of theories and practical knowledge regarding the Food and Beverage Product field and the ability to work together. In addition, the author has carried out one of the requirements for completing the Food and Beverage Product Study program by carrying out industrial work practices.

Keywords: Industrial Work Practices, Food and Beverage Products, Tourism Industry, Quest Hotel Kuta.

INTRODUCTION
Industrial Work Practice is a form of implementation on Indonesian Hospitality Management Community Academy that systematically and synchronizes educational programs on Indonesian Hospitality Management Community Academy and industrial work practice programs obtained through direct practical activities in the world of work to
achieve a level of professional expertise later. Therefore, this industrial work practice program is held so that students will have experience entering the real business world after they graduate.

At its maximum potential, Indonesia is better known internationally, as evidenced by the presence of tourist visits from various countries. In the development of the tourism industry, there have been many changes. For example, in the 1980s, tourists came for holidays, even for business, such as building restaurants and hotels.

By building restaurants and hotels with the aim of attracting tourists to want to stay and enjoy the facilities at the hotel, it also aims to provide services to foreign and local tourists. One of the goals of tourists on holiday to Bali is because Bali has a unique culture, customs, comfort for tourists, and the friendliness of the people, making Bali famous in other countries.

Apart from offering comfortable travel, it also offers services that can make tourists feel satisfied and comfortable in the hotel and is also supported by beautiful natural nuances. However, in its development, Bali experienced obstacles when the Bali Bombing occurred in 2002. This event made Bali fall into decline because it left behind bitter memories and had a negative impact, so tourists became lonely. However, Bali is still rising and making various efforts to restore Bali’s image abroad so that tourists are starting to flock to Bali.

The purpose of writing is to report the situation and how things work at Quest Hotel Kuta, especially in the Hot Kitchen section, which was carried out during training. (1) Practice in a way direct theory taught during lectures. (2) Develop a sense of trust in student/college students, which will fall later straight to industry. (3) Get used to it student for discipline and responsible answers in carrying out something work. (4) Know the situation Work Which Actually. (5) Add experience in face-world work, which is real.

Benefit For Student, (a) Students can learn to be more responsible and disciplined in their time, in every job they do, and to be honest when they do something. (b) a comparison material in understanding existing knowledge obtained on Indonesian Hospitality Management Community Academy within the industrial world. (c) Students are faced with situations. Work in a way direct and face-to-face with visitors way. (d) Students are taught How hard the world industry is and how capable of facing it. Benefit for Indonesian Hospitality Management Community Academy: (a) Can measure the level of ability of student/college students to accept theories applied by industry. (b) Practice success Institution in educating and practising student/college students. (c) Can measure level of
sense of responsibility answer student/college student in operate task. (d) Capable of seeing different student/college students in methods working in industry on campus. Benefit for Hotels, (a) Hotels get professional staff. (b) Providing images to the public from what the hotel has provided to trainees. (c) Hotels get help with power Work although in a short time. (d) Can collaborate between hotels with Indonesian Hospitality Management Community Academy that contributed power Work.

Besides, as a tourist destination, English also needs to be considered to support the success of communication with foreign tourists, English is an essential aspect of communication. English exists as a global language. Therefore English is widely regarded as a global language (Anggayana et al., 2016). It is even known as an international language (Asriyani et al., 2019a). English is an example of a language regarded as a foreign language in Indonesia (Anggayana, 2023). It is done to minimize errors in grammar or English grammar aspects, such as the use of tenses in sentences (Lindawati et al., 2018).

The skills and components of the language contained in them are still general and less relevant to the needs of student (Sudipa et al., 2020). Grammar is a set of rules contained in certain languages (Lindawati et al., 2018b). It is possible to develop their communicative competence in four language skills, namely listening, speaking, reading, and writing skills (Asriyani et al., 2019b). The primary energy source in terms of language sounds is the presence of air through the lungs (Anggayana et al., 2021). Languages studied can contribute to the Language Development and another researcher around the world (Anggayana et al., 2020). Even though Indonesia consists of various dialects, it is not an obstacle (Anggayana et al., 2013).

Speaking English has become a conversation that is often done by foreign tourists (Anggayana et al., 2019). In these services, facilities, and service quality spearhead in terms of giving a good impression of service (Anggayana & Sari, 2017). Produces rules relating to the use and use of language on hospitality students. It uses theories and other disciplines related to the use of language is essential (Anggayana, 2022b). In the cultural tourism industry is included (Redianis et al., 2019). Since Balinese people conduct many cultural and religious activities (Budasi et al., 2021). The tourism sector can provide economic, social and cultural benefits for all stakeholders of tourism stakeholders (Osin et al., 2019).

One of the developments in tourism is to open opportunities for the millennial generations to conduct tourism in tourism village synergizing different parties, namely, the community and the Government (Osin et al., 2021). Observing the growth and development
of world tourism which continues to move dynamically and the tendency of tourists to travel in various different patterns is an opportunity as well as a challenge for all destinations (Suarthana et al., 2020). It is not surprising that the tourism industry is an important economic sector, where most people work in the tourism industry (Budasi & Anggayana, 2019). Bali is the center of tourism in Indonesia and one of the world’s leading tourist destinations (Yanti & Anggayana, 2023).

Many language expressions can be used to greet and offer help to the customers. In using those expressions, choosing the proper expression that suits the situation and the degree of the formality is essential (Anggayana, 2022a). The interests of tourism began to explore the potential of the region and as much as possible to package it into alternative tourism products (Suryawati et al., 2021). The existence of the tourism industry today has increased significantly both in quantity and quality, which is able to make an economic contribution to the country’s foreign exchange (Osin et al., 2020). Everyday hospitality students on campus attend lectures and practice according to their respective majors. There are still many found that errors in writing. This is very important to study, considering that hospitality students will often communicate with foreign guests, using English (Anggayana & Wartana, 2022). Technology in this era is increasingly growing, advanced and modern. This requires the existence of quality human resources. Qualified humans are expected to be able to participate in the development of a country (Sengkey et al., 2022).

METHOD

This research is descriptive qualitative research. Braun & Clarke state that qualitative research is about the application of qualitative techniques within a qualitative paradigm including words (written and spoken language) used as data (Braun & Clarke, 2013). It also seeks to understand and interpret more meanings which richly descriptive. This research use document. Gomez-Galan states that a document might be textual content, a visual representation, or an item (Gomez-Galan, 2016). Official educational reports, circular letters, personal papers, internet documents, books, images, videos, and any other mechanism that gives information on the study subject are examples of documents. The document used in this research is taken from Identify Industrial Work Practices in the Food and Beverage Product Department of Quest Hotel Kuta.
This research uses three steps analysis including data reduction, data display, and data conclusion (Miles et al., 2019). Data reduction emphasizes the need to keep the data brief, focus on the topics, and arrange the data in a logical sequence. The researcher selects the data. The researcher concentrates only on the textual data of the student. The data are structured and presented such that it would be simpler to understand by showing them. Displaying data in this study may be photos, tables, or charts. After describing and evaluating the data obtained continually during the study, the researcher came to conclusions after interpreting the previously collected data.

**FINDING AND DISCUSSION**

Hotel History initially arrived in Indonesia in 1997, Aston International, Which was led by Charles Brookfield, only concentrated on hotels in the city centre, apartments and management properties. With strong belief, Aston International believes in management changes. Aston International is the first company in Indonesia to change the concept of an apartment into a hotel for daily living or as a residence facility for long periods of time. With this strategy to change the concept of the apartment industry, Aston is a company that does not just play the game; Aston wants to change the way the game is played. From the moment of arrival until departure, guests consciously or unconsciously have been introduced to the experience of holidaying in a villa or resort, which has been carefully designed to provide them with overall happiness and comfort during their stay.

With hard work and a firm belief in surviving in the Asian market, Aston International moved its headquarters to Jakarta in 2000 to fully concentrate on development in Indonesia and Southeast Asia. Aston International has developed into one of the leading companies in Indonesian hotel management with developments in all industrial sectors and future plans for expansion into big cities in Asia and potential countries for resorts, Aston International has the following brands: ASTON, QUEST, FAVE HOTEL, KAMUELA VILLA, ROYAL KAMUELA, ALANA, ROYAL ALANA, HARPER and NEO.

Quest Hotel is a 3-star brand from Aston International. This Quest Hotel was founded on July 11 2010 and consists of 95 rooms, namely 49 superior rooms, 37 deluxe rooms, 4 junior suite rooms and 5 executive suite rooms. This hotel had its first Grand Opening for guest reception on March 16 2012 led by the General Manager of Quest Hotel.

Location and Ownership: Located in the centre of the city and easy to reach from anywhere, Quest Hotel Kuta is strategically located on Jalan Kediri, close to various tourist
attractions and famous culinary spots. The hotel is close to the airport, Park 23 Shopping Center, and the famous Kuta Beach, Jalan Legian and Discovery Shopping Center. Hotel Facilities: Quest Hotel was founded on July 11 2010 and consists of 95 rooms, namely 49 superior rooms, 37 deluxe rooms, 4 junior suite rooms and 5 executive suite rooms.

**Kitchen Department Organizational Structure**

![Kitchen Department Organizational Structure Diagram]

**Figure 1.** Structural Parts Kitchen Quest Hotel Kuta Organization

Duties and Authorities of Each Position: (a) Executive Chef, (1) Plan and arrange menus, (2) Oversee grocery purchases, (3) Planning the layout equipment kitchen so that can work with Good. (b) Chef de partie, (1) Responsible answer on smoothness and safety Work, (2) Responsible answer supervising smooth running operations. (c) Commis, (1) Process and cook food which will be produced or served, (2) Help Chef de partie if unable to attend.

**Industrial Work Practice Activities:** (1) Placement Outlet: The author was entrusted to work in the hot kitchen for outlet placement at the Quest Hotel Kuta. (2) Tasks for Each Shift: Hot Kitchen at Quest Hotel Kuta is an outlet that starts working from 05:00 am – 13:00 pm (morning shift) – 11:00 am - 19:00 pm (evening shift). With activity Work as follows: 1. Preparation includes changing clothes into existing hotel uniforms determined by the hotel before entering the kitchen or workplace. Before and after work, all employees must greet...
and shake hands with the Chef to signify that we respect him as head of the kitchen. Must prepare Morning and afternoon shifts include: -Wash hands before Work; -Take cutting board and trey; -Do checking to all goods or material food, adding to what is used up or missing and replace the damaged one For A’la Carte or Buffets; -Checking special requests from guests on the day the; -Check all over condition all desserts for Breakfast, Lunch and Dinner and also Ice Cream and Sorbet.

2. Action (Implementation), (a) Implementation which is done for morning shifts that are cooking preparation for breakfast includes: 1. Prepare rice; 2. Prepare Sweet and Sour Chicken; 3. Prepare Potato Croquet; 4. Prepare Fried Eggplant; 5. Prepare Sauteed Vegetables; 6. Prepare Bread and pineapple Jam; 7. Prepare Porridge; 8. Prepare Market Snacks for Dessert. (b) Preparations carried out for the Evening Shift include: -Check the menu for A’la Carte; -Make or replace A’la Carte items that are out of stock or damaged; -Accept and Carry out orders For Lunch or Dinner.

3. Closing, which is done during the second shift, is almost the same, namely: -Clean all over areas keep working awake cleanliness and comfort Work; -Return goods the remaining breakfast and dinner can be stored in the chiller or freezer if they are still good; -Check back on items that are almost out of stock and record them in the log book so they can be done the next day.

Obstacles faced and efforts made, a. Obstacles encountered, the obstacles faced during Industrial Work Practices are: 1. The author is not used to the hotel environment, so he is not quick enough to adapt. 2. Lack of knowledge about some food ingredients, so it is still a bit of an obstacle when asked to pick up the food ingredients. 3. I am not fluent in English, so I am less able to communicate when serving guests. 4. Different methods work between theory and industry. 5. We must get used to waking up early to get to the hotel on time.

Efforts made to face obstacles are: 1. The author learns more about interacting with seniors. 2. The author asked seniors more about the food ingredients that would be processed. 3. The author is more active in learning English so that he can communicate with guests. 4. The Writer gets used to the method of Work applied in the industry. 5. The author makes it a habit to learn to use time well. Success achieved the successes achieved during Industrial Work Practices are: 1) The author can find out how to work properly and correctly when carrying out duties and responsibilities. 2) The author knows more about the types of food that are processed. 3) The author is more responsible for the section
provided. 4) Writer capable of following system method work in industry. 5) The Writer Can pay more attention time.

The Similarity of Theory and Practice: 1) Equality storage theory and practice temperature chillers and freezers are for chillers 1-5C and freezers -1 to -21C. 2) Equality theory and current practice make the dough a must using cold water and yeast as well as salt no can combined. 3) Equality theory And practice about hygiene and sanitation is when we finish we must work immediately clean areas our work. 4) Equality theory and practice about time attendance: 1 hour before the restaurant opens, all food must be ready. 5) Equality theory and practice sure briefing. If we do it at the Indonesian Hospitality Management Community Academy briefing before and after practice, while at the hotel, only the first-day training is given a briefing. 6) At Indonesian Hospitality Management Community Academy, we use dress practice for grooming itself, while at the hotel, we wear black polo shirts with collars.

Differences between Theory and Practice: 1) at the moment, our theory is not To serve results our food to guests; meanwhile, in practice, we can make And serve it to visitors. 2) Tools and materials used sometimes differ from standard because of tool limitations or materials. 3) At the maker, Indonesian Hospitality Management Community Academy sauce is manual, like mayonnaise, which takes time. Whereas We use sauce at the hotel So or sauce packaging. 4) At the hotel, for storage goods, the rest is in place on A containers and filled labels so that the next day, they can be used again if still worthy. Meanwhile, in the Indonesian Hospitality Management Community Academy, during practice, the material used is Already weighed or estimated so that it does not remain and can be directly used. 5) The Indonesian Hospitality Management Community Academy uses all techniques cut vegetables and there are a number of technique piece Which not used in hotels such as treaining, losange, paysanne and barrel.

CONCLUSION

Which We got it from a good Indonesian Hospitality Management Community Academy in a way theory nor in a way practice in the world industry. Practice in the Work industry is very important For adding knowledge and practice attitude to reach professionalism in the world. Work real. Besides that too For add experience in the world industry. It can concluded that the Practice Work Industry helps the writer finish tasks given during the author's activities and training. Suggestions for Quest Hotel Kuta: 1. We hope that the seniors will give
more trust and responsibility to the Work Practice students Industry to increase their trust in Work. 2. Increase the well-being of employees because the employees are one aspect that is very important for the smooth running of the hotel. 3. Increase the sense of family in a hotel environment. 4. The Writer hopes the hotel doesn’t differentiate employees in a hotel environment. 5. The author hopes that the hotel will pay more attention to the condition of employees when carrying out their duties.

Advice for Indonesian Hospitality Management Community Academy: 1. The Writer hopes that Indonesian Hospitality Management Community Academy facilities, especially practical tools, improved for support process learning. 2. The writer hopes the Indonesian Hospitality Management Community Academy completes its facility for classroom learning. 3. The writer hopes the campus will direct its learning in accordance with the major Which has been selected. 4. The writer hopes that the Indonesian Hospitality Management Community Academy will be more consistent in making timetable lessons. 5. The writer hopes the party flat for more wise in choosing uniforms for students.

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