

Service of Bartenders in Making A Cocktail to Improve Guest Satisfaction in Sindhu Restaurant Grand Palace Hotel Sanur Bali

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Abstract

This research aims to explore the process of making cocktail drinks by bartenders at Sindhu Restaurant, Grand Palace Hotel Sanur, Bali, as well as understanding the techniques and creativity applied in creating attractive and high-quality drinks. The research method used is qualitative, the collection method in this research uses literature study, direct observation and in-depth interviews with the bartender on duty. The results showed that bartenders at Sindhu Restaurant combine detailed technical skills with artistic elements to produce cocktail drinks that are not only delicious but also visually appealing. The use of local and fresh ingredients, as well as in-depth knowledge of various mixing techniques, are key factors in their success.

In addition, this research also highlights the importance of the interaction between bartenders and customers in creating a unique and personalised drinking experience. The bartenders at Sindhu Restaurant not only act as drink makers, but also as guides who are able to customise cocktails to customers' individual preferences. This increases the level of customer satisfaction and strengthens the restaurant's reputation as a place that provides high-quality service. The conclusion of this study confirms that the skills and creativity of bartenders are important elements in the hospitality industry, contributing significantly to customer satisfaction.

Keywords: Service, Guest Satisfaction, Making Cocktail.

INTRODUCTION

Indonesia is one of the largest archipelagic countries in the world that has thousands of islands, natural wealth, culture, and traditions with various tribes and languages. With so much wealth in Indonesia, many regions use it as a tourist destination. Tourism is one of the sectors that plays a very important role in improving the economy of the Indonesian people. Therefore, support is needed to advance Indonesian tourism by utilising the wealth that is owned considering the potential of Indonesian tourism can be used as a source of state revenue and economic improvement of the Indonesian people.(Utami & Kafabih, 2021)

Indonesia has several areas that can be relied upon as tourism areas, one of which is Bali. Bali has been known to foreign countries because it has a beautiful and enchanting nature. Bali is one of the favourite tourist destinations for tourists, both foreign tourists and local tourists. It is not only the natural beauty that attracts tourists, but also the uniqueness of Balinese Hindu rituals and culture. In addition, the customs and friendly people and the people who have a culture of mutual cooperation are one of the main attractions that other tourism areas do not have. Sanur is one of the areas that is in great demand by domestic and foreign tourists. Sanur is a tourist destination that is famous for its beautiful white sandy beaches that are perfect for enjoying the sunrise. Sanur is located in the city of Denpasar, which only takes approximately 30 minutes by car from I Gusti Ngurah Rai International Airport. Therefore, various efforts have been made by the private sector and the government to develop tourism by building accommodation facilities, one of which is a hotel.(Nadiawati & Budiasih, 2021)

According to (Decree of the Minister of Tourism, Post and Telecommunications No. KM 37 / PW340 / MPPT-86 of 2010) Hotel is a type of accommodation that uses part or all of the building to provide lodging, food and beverage services and other supporting services for the commercially managed public. According to Sihite (2000) Hotel is one type of accommodation that uses part or all of the building to provide lodging, food and beverage services, as well as other services for the public that are managed commercially. Based on the above understanding, the author can conclude that a hotel is an accommodation that is mostly built to provide lodging, eating and drinking services and other services such as massage or spa services and guest laundry or laundry services.(Rais, 2018a)

Hotel is one type of commercially managed business that provides a place to stay, food and beverage services and several other facilities such as a sports centre (gym), meeting place, swimming pool, and others. In the operation of a hotel, professional human resources

are needed to provide services to guests in order to provide satisfaction, comfort and a sense of security when guests are in the hotel environment or outside the hotel environment. Therefore, a worker in the hotel must have the ability to meet the standards in each department and be balanced with good ethics, polite and courteous and a high sense of responsibility for his work.(Arianty, 2020)

Restaurant is a mandatory facility in a hotel. The restaurant acts as one of the main sources of income from a hotel, and also acts as the person in charge of handling food and drinks for guests. The division responsible for the restaurant is the Food and Beverage division, which includes Food and Beverage service as a waiter and Food and Beverage Product as a food maker. Usually in a restaurant the restaurant has a bar, which is a place where alcoholic and non-alcoholic beverages are mixed.(Liestianty et al., 2016)

According to Soekresno (2001) Restaurant is a commercial business that provides food and beverage services for the public and is managed professionally. According to Marsum (2005) Restaurant is a place or building that is managed commercially, which provides good service to all guests, either in the form of eating or drinking activities. According to (Permen of Tourism and Creative Economy N0.11 of 2014) Restaurant is a business of providing food and beverage services equipped with equipment and equipment for the process of making, storing and serving in a fixed place that does not move with profit (Sabrina & Juhanda, 2023)

From the above understanding, it can be concluded that a restaurant is a place that uses all or half of its building for the provision of food and beverage services starting from making, storing to serving which is managed professionally and commercially for profit. The service provided by bartenders is fundamental in ensuring hospitality and creating a welcoming atmosphere for guests. At Sindhu Restaurant, Grand Palace Hotel Sanur, Bali, bartenders are not only skilled mixologists but also key players in fostering a warm and inviting environment. Their ability to engage with guests, understand their preferences, and tailor their service accordingly is crucial in making guests feel valued and at home. This personalized attention helps in establishing a connection that goes beyond the transactional nature of serving drinks, transforming it into a memorable and enjoyable experience.(Rais, 2018)

Bartenders at Sindhu Restaurant prioritize attentive and responsive service, recognizing that hospitality is about more than just delivering a product. They are trained to be observant and proactive, anticipating guests' needs before they are voiced. Whether it's a quick refill, a tailored cocktail suggestion, or simply a friendly conversation, these

interactions play a significant role in enhancing the overall dining experience. By being approachable and attentive, bartenders contribute to a sense of community and comfort, which is essential in a high-end dining setting.(Ayu et al., 2018)

The bartenders' role extends to creating an atmosphere that embodies the essence of hospitality. Through their demeanor, presentation, and service, they contribute to the ambiance of the restaurant, making it a place where guests feel special and well-cared for. This holistic approach to service, which includes both the technical aspects of cocktail making and the softer skills of guest interaction, ensures that every visit to Sindhu Restaurant is a unique and satisfying experience. In essence, bartenders at Sindhu Restaurant are ambassadors of hospitality, enhancing the restaurant's reputation and ensuring that guests leave with positive memories and a desire to return.(Rahman & Hari Putri, 2019)

Bar is a place or counter, where one can get food and beverage services, both containing alcohol and not containing alcohol. Although the bar is a place to mix drinks does not mean that the bar is included in the Food and Beverage Product division but is part of the Food and Beverage Service. Bars are usually found in a restaurant or stand alone. But not all restaurants have a bar in it

Basically, alcoholic beverages (cocktails) are drunk to quench thirst and at the same time to restore the body's condition if drunk in moderation. Drinks containing alcohol are intended to be drunk by adults, usually aged 21 and above. This cocktail drink is very easy to find. Almost all restaurants sell alcoholic drinks as a complement or as a customer attraction. Making cocktails and mocktails requires a method with several techniques that must be understood. Technique is very important in making drinks in order to get maximum results. Each technique in making drinks requires different tools. Therefore, in the process of making drinks, adjustments must be made to tools and techniques according to the type of drink, drink ingredients and how to serve drinks. The person in charge of mixing drinks at the bar is called a bartender.

Bartender is a person or worker in the bar who is in charge of mixing drinks both alcoholic and non-alcoholic drinks. Bartenders are responsible for all work in the bar both from preparation for opening to closing the bar, from preparing drinks until they are ready to be served Widjojo (2004) states that "Cocktails are mixed drinks such as short drinks (drinks that are drunk in a relatively short time) made from liquor or wine with juice, eggs, or bitters made by stirring or shaking in a glass or shaker." In other words, a cocktail is a

mixed drink consisting of at least one part high-alcohol beverage and other non-alcoholic ingredients in a certain ratio. (Pramita & Parma, 2020)

Guest satisfaction in the field of hotel services is a multifaceted concept that encompasses various aspects of the guest experience, from the quality of accommodations to the attentiveness of staff. In the hospitality industry, ensuring high levels of guest satisfaction is paramount as it directly impacts a hotel's reputation, occupancy rates, and financial performance. (Zhao et al., 2018) Guests expect a seamless experience, where every interaction and service meets or exceeds their expectations. This includes not only the physical aspects of the hotel, such as the cleanliness of rooms and the quality of amenities but also the emotional and psychological aspects, such as feeling welcomed, valued, (Hussain & Khanna, 2019)

A critical factor in achieving guest satisfaction is the consistency and quality of service provided by hotel staff. From the moment guests check in to the time they check out, their interactions with hotel employees play a significant role in shaping their overall experience. Well-trained, courteous, and attentive staff can make a significant difference by promptly addressing guest needs, providing personalized service, and resolving any issues efficiently. This personalized approach helps in creating a positive impression and fosters a sense of loyalty among guests, encouraging them to return and recommend the hotel to others. (Hussain & Khanna, 2019)

Guest Satisfaction is increasingly influenced by the overall atmosphere and unique experiences offered by the hotel. Modern travelers seek more than just a place to stay; they look for memorable experiences that add value to their trip. This could include exceptional dining options, engaging recreational activities, wellness facilities, and cultural experiences that reflect the local flavor of the destination. (Gupta et al., 2007) By focusing on these elements and continually seeking feedback to improve services, hotels can enhance guest satisfaction, ensuring that their stay is not only comfortable but also enriching and enjoyable. This holistic approach to guest satisfaction is essential for building a strong, loyal customer base and sustaining long-term success in the competitive hospitality industry. (Berezan et al., 2013)

Grand Palace Hotel Sanur Bali is one of the hotels located in Sanur. Grand Palace Hotel Sanur Bali is a 4-star hotel that has various types of rooms, restaurants, swimming pools, spas and others. Grand Palace Hotel Sanur Bali is very suitable to be used as a place to stay because it is quite close to several attractions, Denpasar city centre, airport and not too far from other tourist areas such as Kuta, Nusa Dua, Ubud and others. Sindhu Restaurant is one

of the facilities at Grand Palace Hotel Sanur Bali that provides food and beverage services ranging from breakfast, lunch and dinner. Sindhu Restaurant sells several types of food ranging from indonesian food, chinese food, western food and others. Likewise, the drinks offered start from alcoholic drinks (cocktails) and not alcoholic (mocktails). One of the cocktails sold at Sindhu Restaurant is Long Land Ice Tea and Classic Margarita.

Long Island Ice Tea and Classic Margarita cocktails are alcoholic drinks that require the most complete ingredients and require methods with more than 1 technique in the manufacturing process and these drinks are the most frequently ordered cocktails by guests. Mastering the technique of making drinks by a bartender is very important in compounding drinks. In addition, it is important to Mastered by a bartender is the function of the equipment used in compounding drinks. With this mastery, it is expected that each bartender can mix drinks with a consistent and standard taste. Therefore, the author chose the title "making cocktail drinks by bartenders at Sindhu Restaurant Grand Palace Hotel Sanur Bali" as the title of the final report of the study.

The purpose of this study was to determine how to make cocktail drinks and bartender services at Sindhu Restaurant Grand Palace Hotel Sanur Bali, to find out what obstacles occur in making cocktail drinks by bartenders at Sindhu Restaurant Grand Palace Hotel Sanur Bali and to find out what efforts are made by bartenders in overcoming obstacles when making cocktail drinks by bartenders at Sindhu Restaurant Grand Palace Hotel Sanur Bali.

METHOD

The data analysis used in this research is qualitative descriptive analysis, the research time was conducted for 6 months at Grand Palace Hotel Sanur Bali starting from 10 February to 10 May 2024, the location of this research was conducted at Grand Palace Hotel Sanur Bali which is located on Jl Bay Pass Ngurah Rai No 165 Sanur, Bali in the Food & Beverage Service department of the Bar section. For the object of this research is the method of making cocktail drinks by bartenders at Sindhu Restaurant Grand Palace Hotel Sanur Bali.

Data sources According to Kuncoro (2009) primary data is data obtained collected from original sources for specific purposes. So Primary Data is data obtained through direct research on the object of research, the authors conducted direct research at the Grand Palace Hotel Sanur Bali, especially in the Food and Beverages department. In this study the authors examined the method of making cocktails by bartenders at Sindhu Restaurant Grand Palace Hotel Sanur Bali. While Secondary Data according to Hasan (2002) Secondary data is data

obtained or collected by people who conduct research from existing sources This data is used to support primary information that has been obtained, namely from library materials, literature, previous research, books, and so on.

So Secondary Data is data obtained through literature, namely through documents or literature, and making notes on matters relating to the problem under study. In collecting this data, the author collects data from various sources such as libraries, documents from industry and others. Techniques in data collection are carried out by interview. According to Kriyantono (2018), an interview is a conversation between a researcher, who is someone who hopes to get information, and an informant, who is someone who is assumed to have important information about an object.

Interviews or interviews are collecting data through questions and answers with respondents and sources to get the various information needed, this technique is used to obtain accurate data. In this study the authors conducted interviews with Mr Dewa Gede Satrya Wibawa as Restaurant & Banquet Manager and Mrs Ni Nengah. In addition, researchers also made observations. According to Riyanto (2010) Participatory Observation is a data collection method that uses direct or indirect observation. Participatory Observation is a data collection technique by observing and directly involving the object under study directly. The author conducted research directly at Sindhu Restaurant Grand Palace Hotel Sanur Bali.

According to Sugiyono (2018) documentation is a method used to obtain data and information in the form of books, archives, documents, written figures and images in the form of reports and information that can support research. Documentation is a data collection technique by reading literature, articles and other electronic mass media that have a relationship with the issues discussed. The author also collects data in the form of photographs or images.

FINDING AND DISCUSSION

Make cocktail drinks and bartender services at Sindhu Restaurant Grand Palace Hotel Sanur Bali

Bartender carries out a meticulous and organised preparation process. All ingredients are well prepared, such as cutting fruit, preparing garnishes, and ensuring all mixing tools are clean and ready to use. This thorough preparation allows bartenders to work efficiently and quickly, reducing guest waiting time and improving service quality.

Speed and accuracy in preparation and serving are key in providing the best guest experience.

Cocktail mixing at Sindhu Restaurant is done with specialised expertise and proven techniques. Bartenders combine various mixing techniques such as shaking, stirring and blending to create the desired flavour and texture. They also often experiment with different combinations of ingredients to create unique and innovative cocktails. This creativity not only makes the drinks served different from other places, but also gives guests a deep impression of the bartender's dedication and expertise.

The service of bartenders in serving drinks to guests at Sindhu Restaurant, Grand Palace Hotel Sanur, Bali, is a blend of professionalism, expertise, and hospitality. Each bartender is trained to have in-depth knowledge of different types of drinks, mixing techniques, and aesthetic presentation. They ensure that every drink served is of the highest quality, both in terms of flavour and appearance. Bartenders also play an active role in interacting with guests, listening to their preferences, and making appropriate recommendations according to their tastes and desires. This creates a personalised and satisfying experience, where guests feel cared for and valued.

The bartenders at Sindhu Restaurant have the ability to create a friendly and fun atmosphere. They not only act as drink servers, but also as guides who help guests savour their culinary experience thoroughly. With a friendly and professional demeanour, the bartenders often share stories about the origins of the drinks or the special techniques used in making them, adding educational and entertainment value for guests. This interactive and personalised approach makes guests feel more engaged and enjoy their moment at Sindhu Restaurant, increasing guest satisfaction levels and loyalty to the service provided.

With the discussion on the research objectives above, it can be summarised that the bartender's service in making cocktails to guests to provide satisfaction is gathered that Better Guest Experience through High Quality Cocktail Making: Meticulous craftsmanship in cocktail making significantly improves the overall guest experience. According to Scopus-indexed research, beverage quality is an important determinant of guest satisfaction in the hospitality industry. At Sindhu Restaurant, the bartenders' expertise in using fresh local ingredients and advanced mixology techniques ensure that every cocktail is of exceptional quality. This focus on serving high-quality drinks not only meets, but often exceeds guests' expectations, making for a memorable dining experience. Consistency and creativity in cocktail preparation play an important role in differentiating the restaurant and fostering a positive perception among guests.

Personalised Bartender Service as a Driver of Loyalty and Satisfaction: Personalised interactions between bartenders and guests are crucial in achieving high levels of guest satisfaction. Research published in a Scopus indexed journal highlights the importance of personalised service in enhancing the guest experience. At Sindhu Restaurant, bartenders are trained to interact with guests, understand their preferences, and provide recommendations.

Constraints that occur in the making of cocktail drinks and service by bartenders at Sindhu Restaurant Grand Palace Hotel Sanur Bali.

The bartenders at Sindhu Restaurant, Grand Palace Hotel Sanur, Bali, face several constraints in making cocktail drinks and providing services aimed at increasing guest satisfaction. One significant constraint is the availability and quality of ingredients. While the focus is on using fresh, local ingredients to create unique and high-quality cocktails, there can be seasonal variations in the availability of certain fruits, herbs, and other key components. This can limit the menu options and force bartenders to make adjustments that might not always meet the guests' expectations or maintain the consistency of flavors they are known for.

Another constraint is the need for continuous training and skill development. Bartending is a dynamic profession that requires ongoing education about new techniques, trends, and recipes. However, providing regular training sessions can be challenging due to time constraints, budget limitations, and the operational demands of the restaurant. Without consistent training, bartenders might struggle to stay updated with the latest trends and innovations, potentially impacting the quality and creativity of the cocktails they prepare and, consequently, guest satisfaction.

Time management during peak hours also poses a significant challenge. Bartenders need to balance speed and efficiency with the quality of each cocktail they make. During busy periods, the pressure to serve a high volume of guests quickly can lead to compromises in the meticulous preparation and presentation that Sindhu Restaurant is known for. This rush can result in longer wait times for guests, lower quality drinks, and a decrease in the overall dining experience, which negatively impacts guest satisfaction.

Additionally, maintaining personalized service in a high-demand environment is a complex task. Bartenders are expected to engage with guests, understand their preferences, and make tailored recommendations. However, the high volume of guests during peak times can make it difficult for bartenders to give each guest the attention they deserve. This can

lead to a less personalized experience, where guests feel like they are not receiving the special treatment that enhances their satisfaction and loyalty to the restaurant.

Lastly, equipment and space limitations can also affect the bartenders' ability to deliver top-notch service. The bar area might be constrained by space, affecting the efficiency of the workflow and the organization of ingredients and tools. Additionally, any malfunction or inadequacy in essential equipment like blenders, shakers, or refrigeration units can disrupt the cocktail preparation process. These physical constraints can hinder the bartenders' ability to work effectively and maintain the high standards of service and quality that guests at Sindhu Restaurant expect

With the above bastaksi it can be concluded that the obstacles faced by the bartender in making drinks to increase guest satisfaction Ingredient Availability and Quality Management as an Ongoing Challenge: One of the significant constraints in cocktail drink making is the variability in availability and quality of ingredients, especially fresh and locally sourced ones. International research shows that ingredient consistency is a critical factor in maintaining drink quality standards and guest satisfaction. At Sindhu Restaurant, seasonal fluctuations and supply chain disruptions can lead to inconsistencies in ingredient availability, thus impacting the uniformity and quality of cocktails served. Such variability poses a challenge to bartenders who strive to meet the consistently high expectations of guests. To address this issue, it is necessary to build strong supplier relationships and diversify sources to ensure the supply of high-quality ingredients.

Operational Efficiency During Busy Hours: Another prominent obstacle is maintaining operational efficiency and high service standards during peak hours. Studies in the hospitality sector underline the difficulty in balancing speed and quality under conditions of high demand. At Sindhu Restaurant, bartenders face the challenge of serving carefully crafted cocktails without compromising on quality or the expected personalised service

The bartender's efforts in overcoming obstacles during the preparation of cocktail drinks by and waiters in improving service at Sindhu Restaurant Grand Bali

Bartenders at Sindhu Restaurant, Grand Palace Hotel Sanur, Bali, employ several strategies to overcome obstacles in cocktail preparation and service, ensuring high levels of guest satisfaction. One primary effort is sourcing high-quality ingredients and establishing strong relationships with local suppliers. By working closely with farmers and producers, bartenders can secure a steady supply of fresh, seasonal ingredients. This proactive

approach helps mitigate the impact of seasonal variability and ensures that the quality of the cocktails remains consistently high, regardless of fluctuations in ingredient availability.

To address the challenge of ongoing training and skill development, Sindhu Restaurant invests in continuous education and professional development for its bartenders. Regular training sessions, workshops, and seminars on the latest mixology trends and techniques are organized. These sessions help bartenders stay current with industry innovations and refine their skills. Additionally, the restaurant encourages bartenders to participate in competitions and collaborations with guest mixologists, fostering a culture of learning and creativity that directly translates into improved service and innovative cocktail offerings for guests.

Efficient time management during peak hours is another area where bartenders have implemented effective strategies. To maintain quality and speed, bartenders pre-prepare certain cocktail components, such as syrups and garnishes, during off-peak hours. This preparation allows for quicker assembly during busy times without compromising the quality of the drinks. Moreover, streamlined workflows and teamwork are emphasized, ensuring that tasks are distributed effectively and that each bartender can focus on their strengths, resulting in a smoother, more efficient service.

Personalized service is a key focus for bartenders at Sindhu Restaurant, even during high-demand periods. Bartenders make a concerted effort to engage with guests, using their knowledge of regular patrons' preferences and creating personalized recommendations based on past interactions. This personal touch is facilitated by a customer relationship management system that helps bartenders keep track of guest preferences and feedback. By making each guest feel valued and recognized, bartenders enhance the overall dining experience and foster loyalty and satisfaction.

Addressing equipment and space limitations, bartenders at Sindhu Restaurant employ innovative solutions to optimize their workspace and ensure all tools are in excellent working condition. Regular maintenance and timely upgrades of essential equipment prevent disruptions during service. Additionally, the bar layout is designed to maximize efficiency, with strategically placed stations and organized storage for ingredients and tools. This thoughtful arrangement allows bartenders to work swiftly and efficiently, maintaining the high standards of service and cocktail quality that guests expect. By overcoming these physical constraints, bartenders can focus on delivering exceptional service and creating memorable experiences for their guests ce Hotel.

As for the conclusion of the above abstraction as follows, the bartenders at Sindhu Restaurant, Grand Palace Hotel Sanur, Bali, have implemented several effective strategies to overcome obstacles in cocktail drink preparation, thus significantly improving guest satisfaction. One of the key efforts is to build strong relationships with local suppliers to ensure a consistent supply of high-quality fresh ingredients, even amidst seasonal variations. This proactive approach minimises disruptions in ingredient availability and allows bartenders to maintain the consistency and excellence of their cocktails. In addition, the bartenders undergo continuous training to stay up-to-date with the latest mixology techniques and trends, which not only enhances their skills but also allows them to innovate and create unique cocktail experiences that delight guests.

The bartenders at Sindhu Restaurant have optimised their operational efficiency to handle periods of high demand without compromising on service quality. By preparing specific cocktail components and streamlining their workflow, they are able to manage peak hours more effectively, ensuring prompt and thorough service. Emphasis on teamwork and strategic division of tasks also plays an important role in maintaining high service standards. In addition, personalised guest interactions are also prioritised, with bartenders making a concerted effort to interact with guests, understand their preferences, and offer tailored recommendations. This combined effort ensures that guests

CONCLUSION

In conclusion, the research demonstrates that the bartenders at Sindhu Restaurant, Grand Palace Hotel Sanur, Bali, significantly enhance guest satisfaction through their exceptional cocktail-making services. The bartenders' meticulous attention to detail in ingredient selection, combined with their mastery of mixology techniques, ensures a consistently high-quality product that meets and often exceeds guest expectations. Their use of fresh, local ingredients not only supports sustainability but also provides a unique and authentic taste experience that resonates with guests seeking both quality and cultural immersion. This alignment of high standards in ingredient selection and cocktail preparation contributes to the overall dining experience, thereby fostering greater guest satisfaction.

Moreover, the personalized service approach adopted by the bartenders further amplifies guest satisfaction. By engaging with guests to understand their preferences and offering tailored recommendations, bartenders create a personalized and memorable experience. This individualized attention, coupled with efficient and friendly service, helps in establishing a strong rapport with guests, making them feel valued and appreciated. Such

practices are indicative of a service-oriented philosophy that prioritizes guest experience and satisfaction. This research highlights that the combination of technical proficiency, high-quality ingredients, and personalized interaction is essential in elevating the service standards at Sindhu Restaurant, thereby enhancing overall guest satisfaction.

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The researcher can make recommendations based on the research that has been conducted, such as the recommendations made in this study and others, to the research location.

1. Continuous Training: Increase the frequency of training and workshops for bartenders to update their knowledge on the latest mixology trends and new techniques.
2. Increased Guest Interaction: Encourage bartenders to be more active in interacting with guests, increasing customer satisfaction and loyalty.

Equipment and Workspace Optimisation: Conduct regular evaluations of bar equipment and layout to ensure that all tools are in good condition and workspace is optimised for efficiency.

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