


## Handling Coffee Break Events in the Food and Beverage Service Department at Swiss-Belinn Hotel Gajah Mada Medan

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Article Info	ABSTRACT
<b>Keywords:</b> Coffee Break Food and Beverage Services Banquets	A coffee break is a service provided during meeting intervals where guests are served coffee, tea, and snacks. Typically lasting between 10 to 20 minutes, coffee breaks are common in meetings, seminars, or training sessions. This research employs a descriptive qualitative method to obtain data through field observations, direct interviews, and literature review. The data were collected from 10 participants, consisting of 1 supervisor, 4 waiters, and 5 guests at Swiss-Belinn Gajah Mada Medan. The findings indicate that the execution of coffee break services at the hotel is still inadequate. Standard Operating Procedures (SOPs), particularly regarding the setup of tables and equipment, have not been properly implemented. The author recommends that supervisors take full responsibility for overseeing all events held at the hotel. Regular briefings should be conducted to reinforce the importance of following service and table arrangement SOPs. Moreover, increasing the number of staff in the Food and Beverage Service department is crucial to ensure a balanced workload and improve overall service quality to meet guest expectations.
This is an open access article under the <a href="#">CC BY-NC</a> license 	<b>Corresponding Author:</b> Erdi Sari Tinambunan Akademi Pariwisata Dan Perhotelan Darma Agung Medan Medan

### INTRODUCTION

A hotel is a type of accommodation that uses part or all of a building to provide lodging, food and drink services and other services for the general public which are managed on a commercial basis. In a hotel, apart from providing several services listed above, the hotel also provides special services for events ranging from small to large events. Starting from providing space, equipment, providing food and drinks and other services. One of the events that is often held at hotels is the coffee break event.

Coffee break is a service of serving coffee and tea to guests during breaks between their meetings. Usually done at 10:00 am and 03:00 pm. Coffee break is a term for a short break of 10 to 20 minutes during a meeting, meeting, seminar or training, to enjoy a cup of coffee, tea and the snacks served.

Handling the implementation of coffee break events in Food and Beverage departments such as banquet outlets and restaurants requires good and fast handling, as well as arranging long tables, equipment used for eating and drinking, requires serious handling by all staff. those in the Food and Beverage Service Department, including Supervisors.

According to the author's observations, during the research carried out, the background to the problem in this paper was the handling of coffee break preparations which were not fast enough and the waiters were less alert, making guests wait a long time which caused several complaints regarding guest dissatisfaction with the service, even though the guests had paid a high price for the activity. the. The service for guests should be served 15 (fifteen) minutes before the coffee break starts. Beverage equipment served for coffee breaks such as coffee heaters and tea heaters (coffee and tea de counter),

sugar, creamer, equipment for snacks and drinks such as B&B plates, coffee and tea cups, tea spoons, serving spoons, serving forks, juice glasses, cocktail tissues, and so on must be equipped properly and quickly. Apart from that, snacks such as snacks that will be served to guests must be provided on the buffet table before guests enjoy the coffee break.

However, during the author's research, many shortcomings were found in the handling of coffee break events by waiters at Swiss-Belinn Hotel Gajah Mada Medan, one of which was not being quick enough in serving coffee & tea and snacks, which made guests confused and disappointed with the quality of the waiters. According to the results of the author's observations, several other problems that occurred during the coffee break event were the set up of tables and equipment that did not comply with the SOP (standard operational procedure).

The last thing that became a problem during the coffee break event in the Food and Beverage Department at Swiss-Belinn Hotel Gajah Mada Medan was the lack of supervision and role of a Supervisor, causing the service provided to be not optimal. Coffee break is indeed a service that is relatively simple compared to serving guests at breakfast, lunch or dinner. However, even though the service is simple, the quality of the service provided must remain optimal and serve guests as best as possible, because many guests judge the quality of a hotel, sometimes not from big things, but from small things that may rarely be the center of attention, such as "Coffee Break".

## **METHODS**

### **Types of research**

The type of research in this final assignment is descriptive qualitative, namely explaining the data obtained through observation during field research and applying the theory obtained from lectures.

### **Research Location and Time**

#### **Research sites**

Swiss-Belinn Hotel Gajah Mada Medan

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#### **Research time**

The author conducted this research for 6 (six) months starting from September 29 to February 28 at Swiss-Belinn Hotel Gajah Mada Medan.

### **Population and Sample**

#### **Population**

Briefly, what is meant by population is the total number of research objects. According to Djarwanto (2001:22), population is the total number of units or individuals whose characteristics are to be studied, which can be people, institutions, objects and so on. The data used to determine the population in this study was 10 people consisting of 4 waiters, 1 supervisor and 5 visiting guests.

#### **Sample**

Meanwhile, what is meant by sample in short is a portion of the population. According to Djarwanto (2001:23), a sample is a portion of the population whose characteristics are to be studied. A good sample, whose conclusions can be applied to the population, is a sample that is representative or can describe the characteristics of the population. In this research, the number of samples taken by the author was 10 people, consisting of 1 supervisor, 4 waiters and 5 visiting guests.

### **Data Collection Techniques**

Several data collection techniques used by the author in compiling them are as follows:

#### **Interview**

Interviews are data collection techniques carried out face to face and direct question and answer between the author and the source.

#### **Observation (field research)**

Observation is a complex data collection method because it involves various factors in its implementation and requires the author to go directly into the field.

Literature Study (Library Research)

Library Study (Library Research) is a series of activities relating to methods of collecting library data, reading and recording and processing research materials.

### Data Analysis

Data analysis is an effort or way to process and become information so that the characteristics of the data can be understood and useful in solving problems, especially problems related to research. Research can be carried out using two methods, namely quantitative methods and qualitative methods. The method chosen by the author in this research is a qualitative method, namely in the form of a direct survey in the field, carrying out various analyzes and comparisons by conducting interviews with different sources.

## RESULTS AND DISCUSSION

### Swiss-Belinn Hotel Gajah Mada Medan

Swiss-Belinn Hotel Gajah Mada Medan was founded in 1986 by Mr. Peter Gautschi. This company began entering the Asian market in 1997 and now has 32 hotels and 25 other hotels outside. Swiss-Belinn Hotel Gajah Mada Medan is a hotel in the middle of the city and has three (3) stars. On May 1 2019 Swiss-Belhotel International approved the name Swiss-Belinn Gajah Mada Medan from Saka Priemere Hotel Medan and it was inaugurated on July 11 2019.

Hotel Swiss-Belinn Gajah Mada Medan is one of the four (4) international standard chain hotels which has branches in several countries. Swiss-Belinn Hotel Gajah Mada Medan also has an established SOP (standard operational procedure) for guest service.

Swiss-Belinn Gajah Mada is strategically located on Jalan Gajah Mada which is the center of Medan city. Swiss-Belinn Gajah Mada Medan offers easy access to major business and shopping areas. The hotel is also about an hour's drive from Kualanamu International Airport. This certainly offers convenience for business people and tourists. Swiss-Belinn Hotel Gajah Mada Medan has 105 rooms with 2 types of rooms with different prices and facilities, namely as follows:

**Table 1.** Types of rooms at Swiss-Belinn Hotel Gajah Mada Medan and their facilities

<b>NO</b>	<b>TYPE OF ROOMS</b>	<b>PRICE</b>	<b>FACILITIES</b>
1	<i>Deluxe Rooms</i> (100 Rooms)	Rp. 500,000	<ul style="list-style-type: none"> <li>-Hot Showers</li> <li>-TV</li> <li>-AIR CONDITIONING</li> <li>-Long tables</li> <li>-Chair</li> <li>-Beside lamp</li> <li>-Telephone</li> <li>-WIFI</li> <li>- Coffee &amp; Tea set up</li> <li>-Mini Bar</li> <li>-Bad Single/Twin</li> <li>-Sleepers</li> <li>-Hair Dryer</li> <li>-Notepad &amp; pen</li> <li>-Aminities &amp; guest supplies</li> </ul>

2	President Suite (5 Rooms )	Rp. 1,500,000	-Hot shower and bath tub -TV and rack -AIR CONDITIONING -Long tables -Chair -Beside lamp -Telephone -WIFI - Coffee & Tea set up -Mini Bar -Bad Singles -Sleepers -Hair Dryer -Notepad & pen -Aminities&guest supplies -Living Room -Large rack -Weight scales
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Image source: *Swiss-Belinn Hotel Gajah Mada Medan (2021)*

Other facilities provided by this Hotel are as follows:

1. Swiss Bistro Restaurant
2. Meeting Room (which is located on floor 2 (two) and consists of several rooms)
3. Sky Lounge
4. Swimming pool
5. GYM
6. SPA
7. 24 hour room service

### **Meeting Rooms**

A banquet event is an activity or event held in a ballroom or meeting room. Swiss-Belinn Hotel Gajah Masda Medan has several meeting rooms for every event, including the following:

1. Meeting Room "Alamanda" is a meeting room that can accommodate up to 40 guests with a classroom or round table set up.
2. Meeting Room "Lily" is also a meeting room that accommodates 40 guests with a classroom and theater table set up.
3. The "Dahlia" Meeting Room is a meeting room that can accommodate guests with a capacity of 40-50 pax with a classroom or theater set up and table.
4. Meeting Room "Tulip" is a meeting room that can accommodate up to 20 guests with a classroom set up.
5. Meeting Room "Asoka" is a meeting room that can accommodate up to 30 guests with a table, theater and classroom set up.
6. Meeting Room "Sky Lounge" is a meeting room located on floor 9 (Nine) which can accommodate 50 guests with a round table set up.

### **Location and Location**

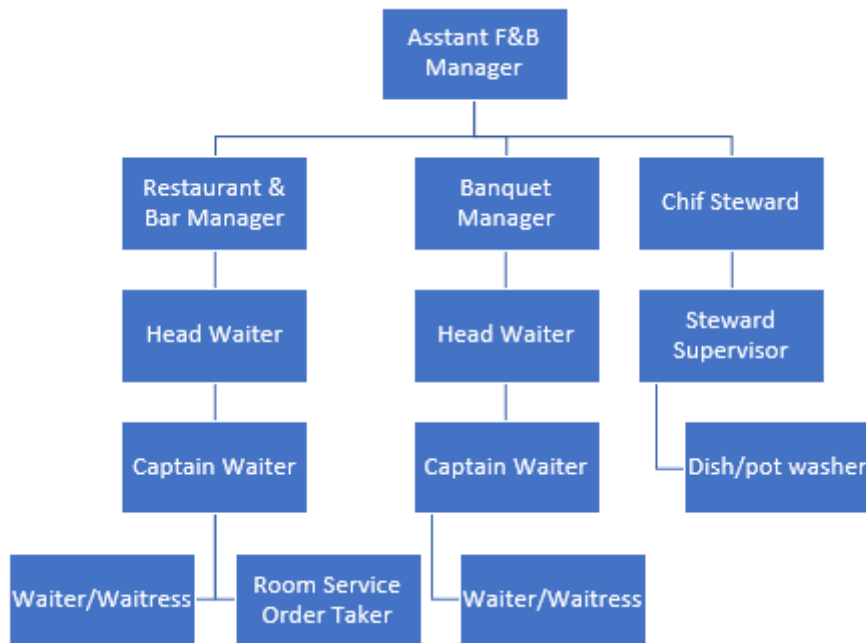
Swiss-Belinn Hotel Gajah Mada Medan is one of the hotels in the city of Medan which has a strategic location because it is close to the city center, making it easy to reach for guests who want to stay overnight. Swiss-Belinn Hotel Gajah Mada Medan is a hotel close to shopping centers, be it malls or traditional markets. Swiss-Belinn Hotel Gajah Mada Medan is located at Jln. Gajah Mada No. 49, Babura, Kec. Medan Baru, Medan City, North Sumatra.

## Food and Beverage Organizational Structure at Swiss-Belinn Hotel Gajah Mada Medan

The organizational structure in each hotel is different and is determined by the following factors:

1. Hotel size (hotel size)
2. Volume of work handled
3. Number of employees
4. Leadership policy

**Figure 2.**Food and Beverage Organizational Structure at Swiss-Belinn Hotel Gajah Mada Medan



*Image source: Swiss-Belinn Hotel Gajah Mada Medan (2021)*

### Waiter Delay in Serving Guests During the Coffee Break Event in the Food and Beverage Service Department at Swiss-Belinn Hotel Gajah Mada Medan

The way to handle a coffee break is the same as handling Breakfast, Lunch or Dinner, namely that both require maximum service. Usually coffee breaks will be held at 10:00 am and 15:00 pm between activities. Holding a coffee break between activities is very necessary because in an activity or in a seminar there needs to be a break to rest and refocus the participants. However, in handling coffee break services at Swiss Belinn Gajah Mada Medan, the waiters were still not fast enough in carrying out their duties. From the results of the author's interviews with visiting guests, this often results in guests being disappointed, complaining and assessing the low quality of service at this hotel. According to the SOP (standard operational procedure) coffee break should be ready 15 minutes before the coffee break time. So during coffee break time, guests can relax and enjoy the coffee break that we provide.

Coffee break is one of the simplest services/meals compared to other services, such as Breakfast, Lunch or Dinner, so the quality of the service is not given much attention. Meanwhile, the guests who come always have different characters, of course with different assessment methods. Not all guests pay attention to how quickly or slowly the coffee break is served, but there are certainly guests who are very sensitive to the way the service is provided, including the alertness in handling and preparing the coffee break. There are several things that make waiters less quick in preparing coffee break events at Swiss-Belinn Gajah Mada Medan according to the author's observations, namely as follows:

1. The waiter on duty cannot keep up with the many jobs at the same time.
2. Lack of supervisor role in providing briefings to staff who will be tasked with handling coffee break events.

And according to the results of interviews conducted by the author with waiters, several things that make waiters often late in handling coffee breaks are as follows:

1. There is a lack of employees so that the energy provided is not optimal. This is certainly something that has a big influence on service quality.
2. The staff on duty during the Coffee Break event often do not focus on just one task, but sometimes handle several tasks at once which makes them overwhelmed and the service is not optimal.
3. The delay was caused by the snacks that had been ordered from outside the Swiss-Belinn Hotel Gajah Mada Medan for coffee break needs arriving late.

**Table 1.** Guests' Responses Regarding Coffee Break Event Services at Swiss-Belinn Hotel Gajah Mada Medan

No	Response	Amount	Percentage %
1.	Satisfied	2	40
2.	Not satisfied	3	60
	Total	5	100

Source: Interview Results at Swiss Bistro Restaurant, (2021)

From the results of the table above, it can be concluded that there were 2 guests (40%) who said they were satisfied with the service at Swiss-Belinn Hotel Gajah Mada Medan at the coffee break event and 3 people (60%) were dissatisfied.

#### **Arrangement (Set Up) of Tables and Equipment Required for the Coffee Break Event in the Food and Beverage Service Department at Swiss-Belinn Hotel Gajah Mada Medan**

Not only does the Fine dining room have a set up (Elaborate, standard a la carte, Basic Cover), Coffee Break also has a standard table arrangement and equipment as explained in the Theoretical Description. However, at Swiss-Belinn Hotel Gajah Mada Medan, there is still little attention to the arrangement of equipment and table arrangement at the Coffee Break event. This often makes it difficult for guests to take the Coffee Break that has been provided. For example, the coffee/tea cup and tea spoon are supposed to be next to each other, sometimes the layout is not paid much attention to.

**Table 2.** Coffee Break Menu at Swiss-Belinn Hotel Gajah Mada Medan

Drink	Sweet cake	Traditional cake	Salty/fried
<i>Coffee</i>	<i>Banana cake</i>	Layer cake	Know the content
<i>Tea</i>	<i>Red velved cake</i>	Call	Bakwan
	Donuts	Dragon sari	<i>Spring rolls</i>
	<i>Black forest</i>		Martabak
	Bika Ambon		

Source : Swiss-Belinn Hotel Gajah Mada Medan (2021)

**Table 3.** Equipment Available at Swiss-Belinn Hotel Gajah Mada Medan for the Coffee Break Event

NO	Equipment Name	Information	Amount
1.	Beverage Equipment	<i>Coffee/Tea Cups</i>	150 pcs

	(Beverage Equipment)	<i>Tea Spoons</i>	175 pcs
		<i>Saucer</i>	120 pcs
		<i>Coffee counter</i>	4 pcs
		<i>Tea de counter</i>	3 pcs
2.	Snack Equipment (Snack Equipment)	<i>B&amp;B Plate</i>	90 pcs
		<i>Dessert Spoons</i>	100 pcs
		<i>Dessert Fork</i>	130 pcs

Source : *Swiss-Belinn Hotel Gajah Mada Medan (2021)*

In the Theoretical Description, it has been explained how the equipment should be arranged, and what table set ups are often used in coffee break events. Even though the arrangement of equipment at a coffee break event sounds simple, this is very important for the comfort of guests in taking what they need. As is known, the coffee break is a buffet (guests take their own), which means that all the equipment and everything needed has been provided by the hotel. So visiting guests just need to take what they need themselves during the event.

However, according to the results of the author's interviews with guests, those guests who were taking part in the event for the first time at that time, felt confused about taking what they needed, because the layout of the equipment and the placement of coffee, tea and snacks were irregular. Guests also emphasized that this is why the arrangement of equipment must also be considered.

The following are several things that made the arrangement (set up) of tables and equipment at the coffee break event at Swiss-Belinn Gajah Mada Medan not paid attention to according to the author's observations:

1. Not following SOP (standard operational procedure).
2. The limited supply of equipment sometimes does not match the number of guests, so that when used equipment is washed again, the waiters sometimes do not put it back in its original place.
3. Lack of briefing regarding standards for setting up tables and equipment at coffee break events.

However, there are also several guests' opinions about why the table and equipment are arranged irregularly. Here are some guest opinions based on the results of the interview:

1. The staff tasked with handling the coffee break event at that time was very limited (only one person), so the neatness of the table arrangement and equipment was not given much attention.
2. The staff on duty handles several jobs. Starting from serving guests, refilling coffee and tea, so that staff cannot focus on just one job, which means the arrangement of tables and equipment is not paid attention to.

**Table 4.** Response from the Waiter at Swiss-belinn Hotel Gajah Mada Medan Regarding the Implementation of SOP (Standard Operational Procedure) for Arranging Tables and Equipment.

No	Information	Amount	Percentage (%)
1	Applied	1	25
2	Sometimes applied	1	25
3	Not implemented	2	50
	Total	4	100

Source: *Author's Observation Results at Swiss-Belinn Hotel Gajah Mada Medan (2021)*

From the table above, it can be seen that only 1 waiter (25%) applies the SOP (Standard Operational Procedure) for preparing tables and equipment, sometimes only 1 person (25%), and 2 people (50%) do not apply it at all. .

## **The Role of the Banquet Supervisor in Implementing the Coffee Break Event in the Food and Beverage Service Department at Swiss-Belinn Hotel Gajah Mada Medan**

Apart from waiters, the role of Banquet Supervisor is also very necessary and of course very influential in the implementation of coffee break events. As is known, a banquet supervisor is a coordinator (supervisor) whose job is to coordinate and supervise each staff's performance, both at large and small events. However, the Banquet Supervisor at Swiss-Belinn Hotel Gajah Mada Medan still has little role in implementing the coffee break event. Banquet Supervisors often only focus on large events, such as weddings, breaks, and other events that are bigger than coffee breaks.

This is what causes the staff to lack performance in carrying out their duties. Even though the role of the Banquet Supervisor is very necessary in this case. Banquet Supervisors have greater duties and responsibilities than the waiters themselves. Because if the staff's performance is unsatisfactory, the Banquet Supervisor's performance is considered the most influential factor in this. Following are several things that make Banquet Supervisors play less of a role in coffee break events according to the author's observations:

1. Banquet Supervisors only focus on large events such as weddings, breakfast, lunch and dinner, so they pay less attention to simple events such as coffee breaks.
2. Entrust all responsibility for implementing the Coffee Break Event to the staff (waiters).

Meanwhile, based on the results of the author's interviews with Supervisors, the thing that makes Supervisors play less of a role in the Coffee Break Event is that the number of Supervisors is still limited (only one person), which causes the amount of work and responsibilities of Supervisors to be disproportionate to the number of workers.

There are several main things that are mandatory duties of a Banquet Supervisor, namely:

1. Coordinating every activity starting from the process of preparing all event needs from start to finish.
2. Handle any complaints submitted by guests.
3. Responsible for the smooth running of activities carried out.
4. Oversee event preparations
5. Make reports on the results of activities (performance) that have been carried out.

## **CONCLUSION**

Based on the research results and results of the final assignment that the author has carried out regarding the review of the handling of the Coffee Break event in the Food and Beverage Service department at Swiss-Belinn Hotel Gajah Mada Medan in the problem analysis section, the author summarizes several conclusions, namely as follows. The lack of staff means that the waiters who handle the Coffee Break Event do not focus on just one job, which means that the performance results are not in line with guests' expectations, and also the quality of service is not optimal. Lack of briefings given to staff, whether briefings regarding service SOPs (standard operational procedures) or SOPs (standard operational procedures) for the arrangement (set up) of tables and equipment. The number of Supervisors is very limited, so that Supervisors do not play too much of a role in supervising small events such as coffee breaks and only focus on supervising large events such as Weddings and other large events. From the things above, it can be concluded that the way coffee breaks are handled at Swiss-Belinn Gajah Mada Medan still needs to be improved. No matter how simple an event is, it must be carried out with maximum performance. It's not just the waiters who play a role, but the supervision of a supervisor is also very influential. Likewise with the arrangement of tables and equipment during coffee break events, SOP (standard operational procedure) has not been applied in its entirety.

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