


Handling Special Party Menus at Nangroe Saka Hotel Medan Restaurant

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Article Info	ABSTRACT
Keywords: Special Party Menu Restaurant Waitress	<p>The special party menu, commonly referred to as Table d'Hôte, is a complete set menu typically consisting of an appetizer, soup, main course, and dessert. The successful implementation of this service requires excellent presentation, comprehensive knowledge from the waitstaff, and the active involvement of a supervisor to ensure proper execution. This study aims to evaluate the implementation of the special party menu service at Saka Hotel Medan by conducting observations and interviews with 23 respondents, including 6 kitchen staff, 5 waiters, 10 guests, and 2 members of the hotel management.</p> <p>Based on the field data analysis, it was found that the service implementation of the special party menu faced several issues, including delays in food service, inadequate knowledge among waiters regarding proper service techniques, and the limited role of the supervisor in overseeing the event. These shortcomings impacted the overall guest experience.</p> <p>The study suggests that better coordination between the kitchen team and the sales and marketing department is essential, especially regarding any last-minute menu changes. Furthermore, the sales and marketing team should provide timely updates on menu adjustments, and the supervisor should take a more proactive role in supervising and guiding staff during the execution of special party menus to ensure improved guest satisfaction and service efficiency.</p>
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INTRODUCTION

A restaurant is a food service business which is a very large and complex activity; These include hot dog stands on the beaches, hamburger corners in drive-in cafeterias in office areas, coffee shops on either side, schools for classroom lunch practice, food stalls, Padang restaurants, fried chicken, middle class restaurants in hotels, shops, snacks on the side of toll roads, kitchens in hospitals, catering services on planes, and so on. Of course, each has its own problems in carrying out its operations. A restaurant is also a room or place where guests can buy and enjoy food and drinks or is a section for preparing food and drinks for guests who need them. Restaurants are also places of business that prepare and serve food and drinks to customers in exchange for money.

Restaurants vary widely in appearance and service offerings, including a wide range of cuisines and service models ranging from fast food and cafeteria types, to mid-priced family restaurants, and high-priced luxury establishments. A restaurant can generally be defined as a space or place that is commercially organized to provide services in the form of food and drink available therein, so a restaurant in a hotel company is a means of selling and serving food and drinks in a hotel. In the

restaurant there are also several menus which are usually served at an event or activity carried out by guests at the hotel by the waiter.

A menu is a list of foods provided to guests to make it easier for guests to communicate and choose the food they order (as a list of the dishes which are available to a customer). Menu planning and preparation is very difficult and an important task for a kitchen head. There are many factors to consider, such as type of guest, availability of materials, price, writing, etc.

In the menu there are menus that are usually served at events or large events. One of them is the Special Party Menu.

Special Party Menu is a menu for Banquets and similar celebrations which is usually created after an agreement has been made between the reservation and the hotel. The menu arrangement is made after discussing it with the banquet manager or other person responsible for handling it.

The agreement in determining this menu can be two possibilities, first the price is determined by the order and the menu is prepared by the hotel. The second possibility is that the menu arrangement is given by the reservation and the price is determined by the organizer, which in this case is the hotel. Of course, not every order can be served by the hotel, even though the price has been agreed upon by both parties because the organizers must also consider several things for the smooth running of the celebration, such as the capabilities of the restaurant and kitchen staff and the capacity of the restaurant. The Special Party Menu is also the same menu as the Table d'hote Menu, which means a list of foods that form or are arranged in a set meal with a fixed price. In this Table d'hote menu there are not many choices for guests and usually this kind of menu will be served a lot when serving group guests, because it will be easy to prepare and serve. Meanwhile, the A la carte menu is a list of foods where each food has its own price listed. This means that guests have the opportunity to choose food according to their taste and ability to pay.

There are problems found in the Special Party Menu at the Nangroe Saka Hotel Medan restaurant, such as the service in serving the Special Party menu, where the service is very slow due to the Kitchen preparing the Special Party menu food while preparing orders for guests in the room and restaurant so that the Special Party menu Cooking too late results in slow service, the waiter's knowledge of the Special Party menu, where the waiter is not notified by sales marketing so that conflicts arise between the guest who orders the food and the waiter who serves the food, the role of the supervisor in implementing the special party menu, the supervisor does not directly review the special guest's order Party menu which resulted in conflict with the Kitchen and sales marketing because they did not directly review it to confirm guest orders.

METHODS

Type of Research

The type of research used in this final project is **descriptive qualitative**, which involves explaining the data obtained through direct field observations and applying relevant theories acquired during academic lectures.

Data Collection Techniques

Observation

According to Nasution (1988), observation is the foundation of all sciences. Scientists can only work based on data—facts and realities—which are primarily gathered through observation. In this research, the author observed activities directly in the field to understand the processes and challenges in service implementation.

Interview

As defined by Esterberg (2002), “An interview is a meeting between two individuals to exchange information and ideas through questions and answers, resulting in a joint construction of meaning regarding a specific topic.” Interviews were conducted with selected informants to gather in-depth information and insights related to the research topic.

Research Location and Time

Location: Saka Hotel Medan

Address: Jln Gagak Hitam No. 14, Sei Sikambing B,

Medan Sunggal District, Medan, North Sumatra

Phone: (061) 4557000

Website: sakahotel.business.site

Duration of Research:

The research was conducted over a period of six months, from October 2, 2020, to April 2, 2021, at the Saka Hotel Medan Restaurant.

Population

According to Ir. Endar Sugiarto, MM (2000:127), population is defined as the total number of analysis units in a study. In other words, the population refers to:

1. A complete set of elements sharing one or more common characteristics.
2. A group of individuals with defined traits and features.
3. A collection of measurements about an object of study.

The population for this research consisted of **23 individuals**, including 10 guests, 5 waiters, 6 kitchen staff, and 2 hotel management staff.

Sample

As stated by Prof. Dr. Sugiyono (2005:61), if the population is less than 100, the entire population can be used as a sample. If the population exceeds 100, a sample of 10–20% is usually taken.

Since the population in this research was fewer than 100, the entire population of 23 individuals was selected as the sample. This includes 10 guests, 5 waiters, 6 kitchen staff, and 2 hotel management staff. Data were collected through participation in daily activities, direct field observations, and interviews with these respondents.

Data Analysis Technique

The method of data analysis used in this study follows a **qualitative approach**, which involves systematic steps in interpreting and analyzing collected data. The author compared the findings from the field with existing theories to gain a comprehensive understanding of the research topic. This analysis helped in identifying gaps between theoretical knowledge and real-world practice.

RESULTS AND DISCUSSION

History of the Establishment of Saka Hotel Medan

Saka Hotel was established in the city of Medan on 03 September 2010 and began operations on 08 November 2012. Saka Hotel Medan is one of the three-star hotels in Medan with the complete address at JL. Gagak Hitam No. 14, Sei Sikambing B Village, Medan District. Sunggal, Medan-North Sumatra. Tel 061-8468468/8469393. Fax 061-8464242, email: info@saka.com

Since opening on November 8 2012 Hotel Saka has become one of the important activity venues in the city of Medan. With a total of 108 rooms consisting of 3 types, namely; Superior, Deluxe and Grand Deluxe.

Facilities owned by Saka Hotel Medan

This accommodation is clean, safe and CHSE certified from the Ministry of Tourism and Creative Economy. Where Saka Hotel has facilities, there are:

1. Nangroe Restaurant
2. Terrace Café
3. Pusaka, Anugerah, Kurnia, and Saka Room
4. 24 hour Front Office Service
5. Room Service 24 hours
6. Free breakfast
7. coffee/tea in the hotel lobby
8. Lobby
9. Free internet Wi-Fi
10. Non-Smoking Area
11. Laundry Service

12. Air conditioning
13. Spa

The facilities are owned by the Nangroe Saka Hotel Medan Restaurant

The absolute equipment provided is:

1. Tables of various sizes and shapes
2. Chairs adapted to the type of restaurant
3. Side stand/board is equipment in the form of a table or cupboard/shelf, as a service aid, namely a place to store services and spices. Has boxes or drawers and is grouped according to
4. The dispenser counter is a long table which is usually placed in a strategic place in the corner of the restaurant room.
5. Gueridon is a pushcart for carrying large amounts of food, as well as for clear-up equipment from the table.

Dining Table Equipment (Table accessories)

This equipment includes salt and paper shaker, flower vase, table number, creamer/milk jug, napkin, sugar bowl & sugar spoon, toothholder, jam dish and spoon.

Tableware (Equipment)

There are quite a lot of types of tableware used in restaurants. To facilitate the introduction and administration system and supervision, tableware can be grouped into three large sections, namely:

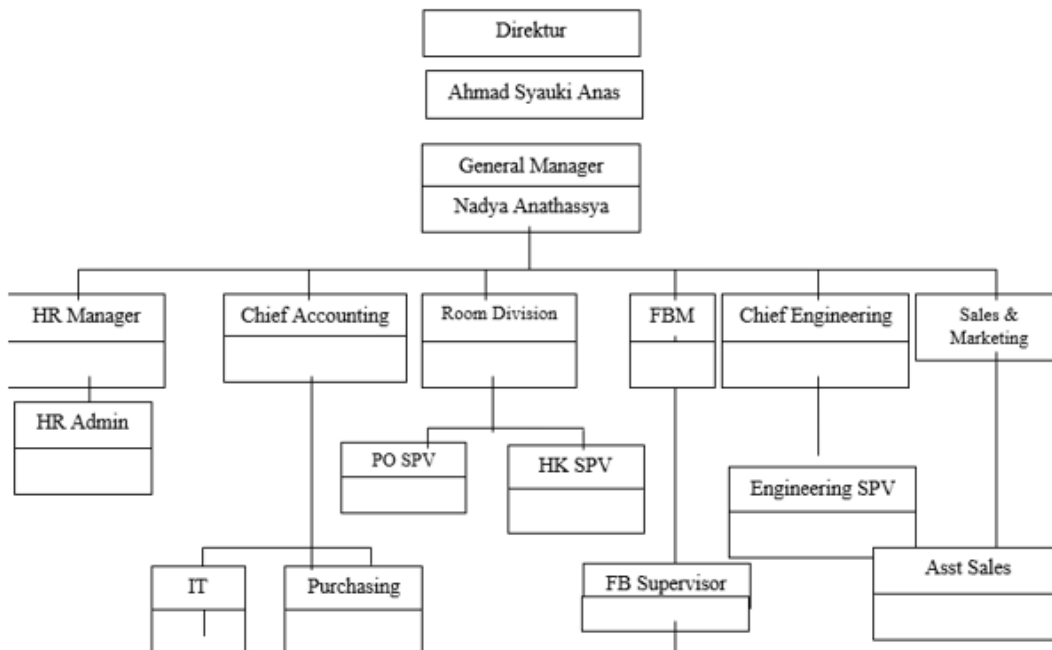
1. Silverware is tableware made from silver or stainless steel, in the form of spoons, forks, dinner knives, etc.
2. China were is tableware that is usually made from ceramic or porcelain. This tool is in the form of a plate, cup.
3. Glass were is equipment made from glass materials such as glass.

Dining Table Linens

The various types of dining table linen are:

1. Moulten/silencer, its function is to: So that the table surface is not damaged by dishes being served hot, to reduce the sound that occurs when cutlery collides with the table surface, so that the table surface is protected from stains due to spilled sauce.
2. Plate mats function as a substitute for table cloth, but sometimes they are used as a base for table set ups
3. Tablecloths
4. Guest napkin, the main function is to clean the mouth
5. Skirting, used on buffet tables as a cover for side tables
6. Cleaning towels and glass towels

Table 1.Organizational Structure of Saka Hotel Medan



Source: Human Resource Department (HRD) Saka Hotel Medan 2021

Table 2.Organizational Structure of the Saka Hotel Medan Restaurant



Source: Human Resource Department (HRD) Saka Hotel Medan 2021

Location and Location of Saka Hotel Medan

Location of Saka Hotel Medan

Jln Gagak Hitam No. 14, Sei Sikambing B Village, Medan Sunggal District, Medan, North Sumatra.

Services in Serving Special Party Menus at the Nangroe Saka Hotel Medan Restaurant

Special party menu serving service, the menu at the Nangroe Saka Hotel Medan restaurant is usually served in the form of a set menu, namely the Indonesian menu because in general the guests who visit the restaurant are local guests who like Indonesian specialties.

The steps for presenting a set menu are:

1. Before serving, prepare the table first
2. Prepare a long table and a round table

3. The set menu dishes are served step by step, namely Appetizer, main course, then dessert
4. The equipment set up is adjusted to the menu served
5. When serving a special party menu (set menu) it is served according to guest orders
6. Clean up dirty food equipment. Step by step
7. The cleanliness of the table, the arrangement of utensils used for eating must be clean and tidy.

Based on the results of the author's observations while conducting research at Saka Hotel Medan, the service in serving the Special Party Menu is:

Very slow service, caused by the Kitchen preparing the Special Party menu food while preparing orders for guests in the room and restaurant so that the Special Party menu was cooked too late resulting in slow service.

Based on the results of an interview with the Kitchen at Saka Hotel Medan, they said that the delay in Special Party menu service was caused by a lack of communication between sales marketing and the kitchen regarding the menu ordered by guests, there was a sudden change in the menu, so the kitchen prepared Special Party menu ingredients with ingredients. the one in the store.

Special Party menu is a menu for banquets and similar celebrations which is usually created after an agreement has been made between the customer and the hotel. The menu arrangement is made after discussions with the Banquet Manager or other person responsible for handling it. The agreement in determining this menu is that there are two possibilities: first, the price is set by the customer and the menu is prepared by the hotel. The second possibility is that the menu arrangement is given by the orderer and the price is determined by the organizer, which in this case is the hotel.

Of course, not every order can be served by the hotel, even though the price has been agreed upon by both parties because the organizers must also consider several things for the smooth running of the celebration, such as the capabilities of the restaurant and kitchen staff and the capacity of the restaurant.

Waiter Knowledge About the special party menu at the Nangroe Saka Hotel Medan Restaurant

The waiter's knowledge of special party menus and equipment set up

1. Prepare Serviette (Napkin),
2. Bread and butter, butter knife
3. salad fork,
4. dinner fork
5. Plates
6. Dinner knives
7. Teaspoon
8. Soup spoon
9. Cups and saucers
10. Dessert spoon and dessert knife
11. Water goblet

Based on the results of the author's observations during research at the Saka Hotel Medan, the author saw that the waiter's knowledge of the Special Party menu clearly knew what was listed on each special party menu, but according to the waiter, when guests changed the menu, the waiter was not notified by sales marketing so that A conflict arises between the guest who orders the food and the waiter who serves the food.

As a waiter, always maintain hospitality, even if guests complain, remain calm and smile. service and restaurant environment so that everything is ready for smooth and efficient service. A good waiter must meet certain criteria, namely;

1. Have high social awareness
2. Have good habits
3. Can communicate effectively with guests
4. Has a pleasant, friendly and polite personality
5. Have the soul of a master trader

Apart from all that, a waiter must also equip himself with knowledge related to his duties.

In order to act as an accomplished trader, a waiter must know in depth about the food and drinks sold in the restaurant.

The Role of Supervisors in Implementing Special Party Menus at the Nangroe Saka Hotel Medan Restaurant

The role of the supervisor in implementing the special party menu

Able to master today's menu. For small restaurants, he usually also doubles as a receptionist. Both the neatness of the appearance and the contents. The techniques for cooking each food and the ingredients used must be mastered well. Knowledge about where the ingredients come from, how long to cook them, and how to serve them can be the main ingredients for offering. Supervisors should also have good entrepreneurial spirit and attitude.

Based on the results of the author's observations during research at the Saka Hotel Medan, the role of supervisors in implementing special party menus in restaurants, lacks control or direct inspection of events, rarely supervises subordinates.

From the results of interviews with waiters at Saka Hotel Medan, they said that there was a lack of supervisory role in implementing the Special Party menu, supervisors did not directly review guests' orders for the Special Party menu, which resulted in conflicts with the waiters, because they did not directly control/review the event directly.

Supervisors are part of management. In the organizational map and skill level, supervisors are an integral part of the management ranks. However, if the supervisor always sides with management and puts employees second, that is not the right attitude. Even though they are part of management, supervisors must be able to carry out their middle role well. He must continue to pay attention to the aspirations of his subordinates. Supervisors must try to maintain the stability of employee relations with management so that a conducive atmosphere is created. The wishes of each party will be realized if the conditions are mutually agreed.

Table 3.Supervisor's Response to the Implementation of the Special Party Menu at Saka Hotel Medan

No	Respondent's Answer	Amount	Percentage %
1	It's been very instrumental	18 People	80%
2	Still less involved	5 People	20%
	Amount	23 People	100%

CONCLUSION

Based on the results of the research carried out and the results of data analysis previously found, the following conclusions can be drawn. The delay in special party menu service was caused by a lack of communication between sales marketing and the kitchen regarding the menu ordered by guests, there was a sudden change in the menu, so the kitchen prepared the Special Party menu ingredients using ingredients available in the store. The waiter's knowledge of the special party menu is clear about what is listed on each menu on the special party menu. However, if there is no information to the waiter about changes to the special party menu, the waiter will continue to stick to the known special party menu, this will cause conflict between the guest and the waiter. Supervisors play little role in implementing the Special Party menu, supervisors do not directly control the service of serving guests' Special Party menu orders before the event starts. Supervisors have not sided with subordinates in resolving problems that occur, resulting in conflicts with waiters.

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