

## The Role of Banquet Waiters in Handling Meeting Events at the Saka Hotel Medan

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| Article Info  | ABSTRACT  |
|---|---|
| <b>Keywords:</b><br>Banquet Waiters<br>Meeting Events                     | Banquet is a department in the hotel and is responsible for handling various kinds of events that have been ordered by guests, such as meetings. In handling meeting events at hotels, Banquet waiters play a very important role including the duties and responsibilities of handling the event, preparing the necessary things and arranging the layout of the meeting room before the meeting event takes place. To obtain data, the author made direct observations in the field, namely Hotel Saka Medan, using data collection techniques in the form of library research and field research through direct interviews with the Food & Beverage Service. In this case, the population in the research is 1 banquet manager and 5 banquet waiter's staff. The author's aim in conducting research is to find out the progress and development of existing science and technology, especially in the hotel sector. The results of this article can be input for hotel management, especially in the banquet sector, in terms of the duties and responsibilities of banquet waiters, event meeting preparations, efforts to overcome obstacles. during meeting event activities. There are several conclusions that the author has reached, namely, the level of awareness of banquet waiter responsibilities is still lacking, and in preparation there are still several shortcomings, especially in utilizing training students at each event. From this conclusion, the author suggests that banquet managers should pay more attention to the duties and responsibilities of banquet waiters as well as make better preparations so that the implementation of event meeting activities can run well and smoothly. |
| This is an open access article under the <a href="#">CC BY-NC</a> license | <b>Corresponding Author:</b><br>Muhammad Nur Arifin<br>Akademi Pariwisata Dan Perhotelan Darma Agung Medan  |



**Commented [Pb1]:** This abstract does not detail the main findings of the study. Presenting the main findings will provide a clearer picture of the contribution of this research to the understanding of the role of banquet waiters in managing meeting events in hotels.

### INTRODUCTION

A hotel is a building that functions as a place of accommodation which has various supporting facilities, such as providing food and drinks, meeting rooms and other services which are managed on a commercial basis. Banquet is a banquet service in the form of providing food, providing equipment, eating utensils, arranging and arranging tables and chairs as well as providing a place or room suitable for the event being held. So that guests who organize events or are invited can feel comfortable and also receive satisfactory service while at the hotel.

A meeting room is a room that has been provided in a hotel which functions as a meeting room and has a smaller number of participants and uses simpler equipment that takes less time. In the meeting room there are various layouts or sequences of tables and chairs that are deliberately arranged in the meeting room according to the orders of guests who want to hold a meeting at the hotel.

According to experience and the background to the problem in this paper is the lack of responsibility of the banquet waiter who handles the event, and relying more on training children for labor which causes a lack of service quality, lack of preparation at the time of the event.

before the meeting event begins which has an impact on operations and the lack of layout of the meeting room which does not match the guest's order which causes the guest to complain.

**Commented [Pb2]:** This background does not emphasize the importance of the identified problem.

## METHODS

### Types of research

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

### Research Location and Time

#### Research sites

Hotel Saka Medan

Address: Jl. Gagak Hitam No. 14/Kel. Sei Sikambing, Kec. Medan Sunggal.

Telephone: 061-8468468 / 8469393

Fax: 061-8464242 / E-mail: info@saka.com

#### Research time

The author conducted this research at the Saka Hotel Medan starting from 01/02/2021 to 01/03/2021, which is 1 (one) month.

### Population and Sample

#### Population

According to Dr. Juliansyah Noor, SE, MM (2017:148), "in his book research methodology states that population is used to refer to all elements or members." In other words, population is a group or collection of objects that are generalized from research results.

In this case, the author's research population is 5 banquet waiter staff and 1 banquet manager at Hotel Saka Medan.

#### Sample

According to Dr. Juliansyah Noor, SE, MM (2017:149), "in his book research methodology states that the sample is a number of selected members from the population". As for the sample from this research, the author determined that the sample objects for the author's research were 5 banquet waiter staff and 1 banquet manager.

### Data collection technique

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

#### Library Research (Library Research)

Literature study is a way of collecting data by creating or studying books that support the problem being researched so that it can be used as basic material for preparing a final assignment.

#### Field Research (Field Search)

A way of observing data by going directly to the field and observing all activities that are taking place during the observation. In this research, the author interviews by making direct observations or observations of the objects to be studied in the food & beverage service department of Hotel Saka Medan. Through this observation the author obtained data that will be used as a reference in writing this final assignment.

#### Interview

Interviews are a data collection technique using communication with restaurant management and employees. The author conducted interviews with banquet waiters and guests. To get the information you need.

### Data analysis

According to Bantors Sihombing, S.Sos, M.Si (2018:8) in his journal, "data collection techniques were carried out without questionnaires and data collection was carried out by observation and interviews.

Data analysis is also carried out by compiling data and combining it into groups, patterns and basic units. Then explain the pattern of description and connect the findings in the research.

## **RESULTS AND DISCUSSION**

### **Duties and responsibilities of banquet waiter at Hotel Saka Medan**

Based on the results of the author's observations for one month at Hotel Saka Medan, the author conveys that the duties and responsibilities of banquet waiters are very lacking because the banquet manager places more burden on banquet work for training students, which they should only need to study in that department and because of this. This causes less than optimal work and a lack of service quality. And the banquet manager should give duties and responsibilities to the banquet waiter staff so that they can be trusted more, while the training students only work based on the orders given by the banquet waiter. It can be said that the person who is more responsible in carrying out their duties is the banquet waiter. In the interview results obtained from the banquet waiter staff at the Saka Hotel Medan regarding the duties and responsibilities of the banquet waiters at the Saka Hotel are as follows:

1. Organize and arrange the meeting room if it will be used before the event starts.
2. Maintain the equipment in the banquet store while maintaining it, and if there is damage to the work equipment, immediately inform the manager.
3. Maintain the meeting environment area in the hotel.
4. Record every item used after the meeting event.
5. Ensure that if there is a meeting event it can run smoothly.

In this case, preparation before the meeting event is very important so that work is faster and more efficient. However, when the author made observations at the hotel, the preparation for the event meeting was very inefficient both in terms of understanding, equipment and layout. What is sometimes good is that in terms of the banquet waiter's understanding of the layout, there are often errors in arranging the layout of the tables and chairs desired by the room orderer. And in terms of equipment, there are still items that should not be suitable for reuse but are still used, such as rocking table legs. /uneven, the chairs are no longer soft to use, and the cutlery is incomplete. And the banquet waiter should be more careful in this preparation. The author summarizes the results from interview sources obtained from the banquet manager of the Saka Hotel Medan regarding several preparations for event meetings at the Saka Hotel, as follows:

1. The banquet waiter checks the order slip or banquet event order (BEO) if there is an event the next day and to confirm the layout, number of person, type of group, type of meeting room, and coffee break list.
2. Then the banquet waiter prepares the tables and chairs that will be used and takes them to the meeting room so they can be arranged immediately.
3. Place the arrangement of tables and chairs according to the request of the room customer.
4. After that, put up table cloths, and arrange note pads, mineral water, candy, on each table used for the meeting.
5. If everything has been arranged, the engineering department will then install the electronic equipment and this will usually be done the next day before the event starts.
6. Finally, the banquet waiter will report the work to the manager that the meeting room is ready for work so that the manager can check it.

### **Efforts to Overcome Obstacles During Meeting Event Activities**

During the time the author made observations at the hotel regarding efforts to overcome obstacles at meeting events, it was still quite good at handling this problem because if there were problems at the banquet meeting event the waiter immediately quickly coordinated with the required department so that it could be handled directly, but there was still one. This is because the department takes a long time to come to the banquet waiter which is caused by the large number of tasks that must be served, and must be carried out in turns. However, from the results of interviews with banquet waiter staff, the author obtained information regarding efforts to overcome obstacles, as follows:

1. Preparations must be made 1 (one) day before the event starts.
2. Fellow banquet waiters or daily workers must share tasks so that preparations run smoothly.

3. Banquet waiters must pay more attention to the banquet event order (BEO) so that there are no mistakes in the room arrangement.
4. Conduct a briefing before work starts with the manager and other banquet waiters.
5. If there is a problem during operations, you should report it to the manager so that it can be handled.
6. Banquet Managers should pay attention to banquet supervisors so that they do not rely more on training students. If training students are trusted to handle meeting events, they should be trained first so that meeting event activities run well.

### **CONCLUSION**

Based on the research results, the author can draw several conclusions, as follows. The level of awareness of the duties and responsibilities of the banquet waiters at Hotel Saka Medan is still minimal, which relies more on training student workers, as a reason to meet the needs of workers at the banquet and reduce hotel expenses which will have an impact on service quality that is less than optimal. Preparation for a meeting event is very important before operations take place, even though the meeting only uses a few items, however, if during operations, lack of preparation will greatly affect operations and guests holding the meeting event will feel disappointed. Lack of preparation and cooperation in hotel departments can cause operations to not run well and fellow departments should prioritize good cooperation with other waiters, even though they rely on training students to help with work before, during and after the event. .

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