

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

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### ARTICLEINFO

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### ABSTRACT

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A coffee break is a service that provides coffee and tea to guests during breaks between meeting sessions. It typically refers to a short pause, lasting around 10 to 20 minutes, during an event such as a meeting, seminar, or training, allowing participants to enjoy coffee or tea accompanied by snacks. This study employs a descriptive research method aimed at collecting data through field research. Data was gathered through observations and direct interviews conducted by the author with a sample of 10 individuals, consisting of 1 supervisor, 4 waiters, and 5 visiting guests, as well as through library research. Based on the research findings, it can be concluded that the coffee break service at Swiss-Belinn Gajah Mada Medan is still inadequate. Additionally, the implementation of the Standard Operating Procedures (SOP) for table and equipment arrangement has not yet been properly carried out.



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## INTRODUCTION

Hotel is a type of accommodation that uses part or all of the building to provide lodging, food and drink services and other services for the general public which are managed commercially. In a hotel, besides providing some of the services listed above, hotels also provide special services for events ranging from small to large events. Starting from the inventory of places, equipment, provision of food and beverages and other services. One of the events that are often held at hotels is the coffee break event.

Coffee break is a coffee and tea serving service that is carried out by guests during breaks between their meeting hours. 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, at a meeting, seminar or training, to enjoy a cup of coffee, tea and snacks that are served.

In handling the implementation of coffee break events in the Food and Beverage department such as banquet outlets and restaurants, it requires good and fast handling, as well as in the preparation of long tables, equipment used for eating and drinking, requires serious handling by all staff in the Department of Food and Beverage service, including Supervisors. According to the author's observations, the background of the problem in this paper is the handling of coffee break preparation which is not fast enough and the waiters are not alert enough to make guests wait long which causes several complaints about guest dissatisfaction with service, even though guests have paid dearly for activities. the. the performance 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. Besides that, snacks such as snacks that will be served to guests must be provided at the buffet table before guests enjoy a coffee break. But while the writer was conducting the research, many deficiencies were found in the handling of coffee break events by the waiters at Swiss-Belinn Hotel Gajah Mada Medan, one of which was the lack of speed in serving coffee & tea as well as snacks. so as to make guests confused and feel disappointed with the quality of the waiter. According to the results of the author's observations, several other problems that occurred during the coffee break event were table settings and equipment that were not in accordance with the SOP (standard operational procedure).

The last thing that became a problem during the coffee break event at the Food and Beverage Department at Swiss-Belinn Hotel Gajah Mada Medan was the lack of supervision and the role of a Supervisor, causing the services provided to be not optimal. Coffee break is indeed a simple service compared to serving guests at Breakfast, Lunch, or Dinner. However, even though the service is simple, the quality of service provided must remain maximal and serve guests as well 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

### **Coffee Break**

According to I Gede Agus Mertayasa, in his book Food and Beverage Operation, (2012) what is meant by a coffee break is a service of serving coffee and tea to guests during breaks between their meeting hours. Usually done at 10:00 am and 15:00 pm.

Coffee break is a term for a short break of 10 to 20 minutes in the middle, or at a meeting, seminar or training to enjoy a cup of coffee or tea along with snacks. There are many versions and speculations about who, when, where, and how the coffee break happened. One source says coffee breaks are thought to have originated from the custom of immigrant women in Stouhgton, Wiacionsin in the 19th century. The women who are in charge of looking after the child take breaks in the morning and evening. At that time they also came home for a while to enjoy snacks and drink coffee at home. It is from this that has developed until now, and even

Coffee Break is already a mandatory banquet or event at an event, seminar or anything related to business or social affairs.

### **Banquet Supervisor**

Supervisor is a managerial position at a lower level that deals with the implementation of work directly by coordinating the implementation of tasks through effective and efficient direction and feedback. There are several definitions of Supervisor according to experts. According to Moekijat (2000), in his book organizational behavior, a supervisor is a member of front management who is responsible for the work of his group to a higher management level. Meanwhile, according to Raphael R. Kavanaugh and Jack D. Ninemeir (2001), in their book Supervision in the Hospitality Industry, argued that a supervisor is someone who is responsible for managing lower-level employees or other employees who do not have subordinates.

So from some of the Supervisor's definitions above, it can be concluded that the general understanding of a Banquet Supervisor is someone who has the task of coordinating every activity from the start of the event to the end, working closely with the kitchen and other parts so that work runs smoothly, and helping the Banquet manager. if having trouble.

## **RESULTS AND DISCUSSION**

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

The way to handle coffee breaks is the same as handling Breakfast, Lunch, and Dinner, which both require maximum service. Usually coffee break will be held at 10:00 am and 15:00 pm in between activities. Holding coffee breaks between activities is very necessary because in an activity or in a seminar there needs to be a break to rest and restore the focus of the participants. However, in handling the coffee break service at Swiss Belinn Gajah Mada Medan, the waiters are still not fast in carrying out their duties. From the results of the author's interviews with visiting guests, this often makes guests disappointed, complain and low rate the quality of service at this hotel. According to the SOP (standard operational procedure) coffee break should be ready 15 minutes before the coffee break takes place.

Coffee break is one of the simplest services/meals compared to other services, such as Breakfast, Lunch, and Dinner, so the quality of service is not too concerned. Meanwhile, guests who come always come with different characters, of course with different assessment methods. Not all guests pay attention to how fast or slow the coffee break is served, but there are certainly guests who are very sensitive to the way the service is provided, including their readiness to handle and prepare the coffee break. According to the author's observations, there are several things that make the waiters less quick in preparing for the coffee break event at Swiss-Belinn Gajah Mada Medan:

1. The waiter on duty is unable to balance the number of jobs at the same time.
2. Lack of Supervisor's role in providing briefings to staff who will be in charge of handling coffee break events.

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

1. Lack of number of employees so that the energy provided is not optimal. This is certainly a very influential thing on the quality of service.

2. The staff on duty during the Coffee Break event often don't focus on just one task, but sometimes handle several tasks at once which is overwhelming and the service is not optimal.
3. Delays caused by snacks that had been ordered from outside the Swiss-Belinn Hotel Gajah Mada Medan for coffee break needs arrived late.

**Guest Responses About 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

**The Coffee Break Menu at Swiss-Belinn Hotel Gajah Mada Medan**

Drink	Sweet cakes	Traditional cakes	Salty/fried
<i>Coffee</i>	<i>Banana cake</i>	Layer cake	Know contents
<i>Tea</i>	<i>Red velvet cake</i>	Call	Bakwan
	Donuts	Sari dragon	<i>Spring rolls</i>
	<i>Black forest</i>		Martabak
	Bika Ambon		

**Equipment Available at Swiss-Belinn Hotel Gajah Mada Medan During the Coffee Break Event**

NO	Equipment Name	Information	Amount
1.	Beverage Equipment (Beverage Equipment)	<i>Coffee/Tea Cups</i>	150pcs
		<i>TeaSpoons</i>	175pcs
		<i>Saucer</i>	120pcs
		<i>Coffee de counter</i>	4 pcs
		<i>Tea de counter</i>	3 pcs
2.	Snack Equipment	<i>Plate B&amp;B</i>	90pcs

	(Snack Equipment)		
		<i>Dessertspoon</i>	100pcs
		<i>Dessert Forks</i>	130pcs

In the Theoretical Description, it has been explained how the equipment should be arranged, and what are the table setups that are often used in coffee break events. Even though the actual arrangement of equipment at the coffee break event sounds simple, this is very important for the convenience of guests in taking what is needed. As you know, coffee break is a buffet (guests take it themselves), which means all the equipment and everything needed has been provided by the hotel. So the visiting guests just need to take what is needed during the event. However, according to the results of the author's interviews with the guests, they were guests who first took part in the event being held at that time, feeling confused about what to take, due to the irregular layout of the equipment as well as the placement of coffee, tea and snacks. The guest also emphasized that this is why the arrangement of the equipment must also be considered.

Following are some of the things that made the arrangement (set up) of tables and equipment at the coffee break event at Swiss-Belinn Gajah Mada Medan unnoticed according to the author's observations:

1. Not following SOP (standard operating procedure).
2. The limited supply of equipment that sometimes does not match the number of guests, so that when the equipment that has been used is washed again, the waiter sometimes does not put it back in its original place.
3. Lack of briefing on standard set up of tables and equipment at coffee break events.

But there are also several guest opinions why the arrangement of tables and equipment is irregular. Here are some guest opinions based on interview results:

1. The staff in charge of handling the coffee break event at that time was very limited (only one person), so that the tidiness of the table arrangement and equipment was not given too much attention.
2. The staff on duty, handle several jobs. Starting from serving guests, refilling coffee and tea, so staff cannot focus on just one job which makes table arrangements and equipment unnoticed.

#### Waiter's Response at Swiss-belinn Hotel Gajah Mada Medan Regarding the Implementation of SOP (Standard Operational Procedure) for Table Arrangement and Equipment.

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

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

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

Apart from being a waitress, the role of the Banquet Supervisor is also very necessary and of course very influential in implementing coffee break events. As is well known, the Banquet Supervisor is the coordinator (supervisor) whose job is to coordinate and supervise every performance of his staff, both at large events and small events. However, the Banquet Supervisor at Swiss-Belinn Hotel Gajah Mada Medan still lacks a role in implementing the coffee break event. Banquet Supervisors are often only focused on big events, such as weddings, during breakfast breaks, and other events that are bigger than coffee break events.

This is what causes the lack of performance of the staff in carrying out their duties. Even though the role of the Banquet Supervisor is very necessary in this case. Banquet Supervisor has greater duties and responsibilities than the waitress herself. Because if the performance of the staff is unsatisfactory, the performance of the Banquet Supervisor is considered the most influential factor for that. Following are some of the 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 big events such as Weddings, at Breakfast, Lunch, or Dinner so they pay little attention to simple events such as coffee breaks.
2. Entrusting all responsibility for implementing the Coffee Break Event to staff (waitresses).

Meanwhile, based on the results of the author's interview with the Supervisor, the things that make the Supervisor less involved in the Coffee Break Event are:

The number of supervisors is still limited (only one person), causing the number of jobs and responsibilities of supervisors to be disproportionate to the number of workers. There are several main things that are mandatory for a Banquet Supervisor, namely:

- a. Coordinate every activity starting from the process of preparing all the needs of the event from start to finish.
- b. Handle any complaints submitted by guests.
- c. Responsible for the smooth running of the activities carried out.
- d. Oversee event preparation
- e. Make a report on the results of activities (performance) that have been carried out.

## CONCLUSION

Based on the results of the research and the results of the final assignment that the author has carried out regarding the review of handling the Coffee Break event at the Food and Beverage Service department at Swiss-Belinn Hotel Gajah Mada Medan in the problem analysis section, the authors summarize several conclusions, namely as follows. The lack of staff makes the waiters who handle the Coffee Break Event not focus on just one job which makes the performance results not meet the expectations of the guests, and also the service quality is not optimal. Lack of briefings conducted for staff, both briefings on SOP (standard operational

procedure) services and SOP (standard operational procedure) arrangement (set up) of tables and equipment. Very limited number of Supervisors, thus making Supervisors not play too much role in overseeing small events such as coffee breaks and only focus on overseeing large events such as weddings and other large events. From the several things above, it can be concluded that the way to handle coffee breaks 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. Not only the waiters have a role, but the supervision of a Supervisor is also very influential. Likewise with the arrangement of tables and equipment during the coffee break event, the SOP (standard operating procedure) has not been applied in its entirety. it can be concluded that the way to handle coffee breaks 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. Not only the waiters have a role, but the supervision of a Supervisor is also very influential. Likewise with the arrangement of tables and equipment during the coffee break event, the SOP (standard operating procedure) has not been applied in its entirety. it can be concluded that the way to handle coffee breaks 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. Not only the waiters have a role, but the supervision of a Supervisor is also very influential. Likewise with the arrangement of tables and equipment during the coffee break event, the SOP (standard operating procedure) has not been applied in its entirety.

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