

## An Overview of the Special Party Menu Handling at the Nangroe Saka Hotel Medan Restaurant

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### ABSTRACT

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A special party menu is commonly referred to as Table d'hôte, which is a complete set menu consisting of an appetizer, soup, main course, and dessert. The successful presentation of a special party menu requires proper service, knowledgeable waitstaff, and the active role of a supervisor throughout its execution. This study was conducted through observations and interviews with 23 individuals at Saka Hotel Medan, including 6 kitchen staff, 5 waitresses, 10 guests, and 2 members of hotel management. Based on the data collected, the authors conclude that the shortcomings in handling the special party menu stem from delays in food service, limited knowledge among waitstaff regarding proper service procedures, and insufficient involvement of the supervisor during the event's execution.



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## INTRODUCTION

Restaurant is a food service business which is a very large and complex activity; These include hot dog stands on beaches, hamburger corners in drive-in cafeterias in office areas, coffee shops on either side, schools for practicing class lunches, food stalls, Padang restaurants, fried chicken, middle-class restaurants in hotels, taverns, snacks on the highway, the kitchen section of the hospital, in-flight catering, 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 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 variety of cuisines and service models ranging from fast food and cafeteria types, to mid-priced family restaurants, and high-priced luxury establishments. A restaurant in general can be defined as a space or place that is commercially organized to provide services in the form of food and drink available in it, so a restaurant in a hotel company is a means of selling and serving food and drinks in a hotel. Inside the restaurant there are also several menus that are usually served at an event or activity carried out by guests at the hotel by the waiter. Menu is a list of food 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 a very difficult and important task for a head of the kitchen. Many factors must be considered, such as the type of guests, availability of materials, price, writing, etc.

Inside the menu there is a menu that is usually served in events or activities of a large event. One of them is the Special Party Menu. Special Party Menu is a menu for banquets and similar celebrations which are usually made after an agreement has been made between the reservation and the hotel. The menu arrangement is made after going through discussions with the banquet manager or other person in charge appointed to handle it. There can be two possibilities in determining this menu, first the price is set by the order and the menu is prepared by the hotel. The second possibility is that the menu arrangement is given by the order and the price is determined by the organizer, which in this case is the hotel. By itself not every order can be served by the hotel,

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 meal set with one definite 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 in serving group guests, because it will be easy to prepare and serve. While 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.

## METHODS

This research uses a descriptive qualitative method to explore the operational implementation of special party menus in the restaurant setting. The study relies on literature review and field observation to understand the roles of the restaurant, menu planning, and waitress responsibilities in the context of banquet service at hotels.

### **Restaurant**

According to I Gede Agus Mertayasa in his book Food & Beverages Service Operational Job Preparation, a restaurant is a place where guests can purchase and enjoy food and beverages, or a designated area for the preparation and service of meals for guests. In large hotels, there is usually more than one restaurant available. Restaurants can be located within hotels, offices, or factories, and many also operate independently. The main goal of restaurant operations is to generate profit, as stated by Prof. Vanco Christian from the School of Hotel Administration at Cornell University. However, beyond profit, guest satisfaction remains the primary objective of restaurant service.

### **Menu**

The word menu originates from the French term "Le Menu", which refers to a list of dishes served to guests in a dining room. In everyday households, it refers to the arrangement or planning of specific meals. In English, it is also known as the Bill of Fare. According to Mertayasa, the menu serves as a guide for both those who prepare the food and those who consume it. It provides an overview of what the meal consists of and how it is to be prepared. Pellaprat, a renowned gastronomist, noted that the term "menu" was first used in 1541 when the Duke of Brunswick listed all the dishes that would be served at a banquet. Its use became more widespread after the French Revolution, becoming an essential element in formal dining.

### **Special Party Menu**

Special Party Menu According to I Gede Agus Mertayasa, menus for set menus or similar celebrations are usually made after an agreement has been made between the customer and the hotel. The menu arrangement is made after going through discussions with the banquet manager or other person in charge appointed to handle it. Agreement in determining this menu there can be two possibilities, first the price is set by the customer and the menu is prepared by the hotel. It is possible that the two menu arrangements are provided by the customer and the price is determined by the organizer, which in this case is the hotel. By itself 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,

#### **Waitress**

In this paper, the definition of a waitress is an employee/employee in a restaurant who is in charge of waiting for guests, making guests feel welcome and comfortable, taking food and drink orders and serving, also cleaning the restaurant and its environment and preparing the dining table. Table setting) for the next guest.

## **RESULTS AND DISCUSSION**

### **Services in Serving the Special Party Menu at the Nangroe Saka Hotel Medan Restaurant**

Special party menu serving service, the menu in the Nangroe Saka Hotel Medan restaurant is usually served in the form of a set menu dish, namely the Indonesian menu because in general, guests visiting 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. Setting up long tables and round tables
3. Set menu dishes are served step by step, namely Appetizer, main course, then dessert
4. Equipment that is set up is adjusted to the menu served
5. When serving a special party menu (set menu), it is served according to the guest's order
6. Dirty food equipment cleared up Step by step
7. 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 services in serving the Special Party Menu are:

The service was very slow, because the Kitchen prepared Special Party menu food while preparing guest orders in the room and restaurant so that the Special Party menu was cooked late resulting in slow service.

Based on the results of an interview with the Kitchen at Saka Hotel Medan they said the delay in the Special Party menu service was due to a lack of communication between sales marketing and the kitchen regarding the menu ordered by guests, there was a sudden menu change, so the kitchen prepared Special Party menu ingredients with ingredients which is in store. Special Party menu is a menu for banquets and similar celebrations which are usually made after an agreement has been made between the customer and the hotel. The menu arrangement is made after going through discussions with the Banquet Manager or other person in charge appointed to handle it. There are two possible agreements in determining this menu. First, the price is set by the customer and the menu is prepared by the hotel. It is possible that the two menu arrangements are provided by the customer and the price is determined by the organizer, which in this case is the hotel. By itself 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 ability of the restaurant and kitchen staff and the restaurant's capacity.

## **Waitress Knowledge About the special party menu at Nangroe Saka Hotel Medan Restaurant**

Waiter's knowledge about special party menu on set up equipment Preparing Serviette (Napkin), Bread and butter, butter knife Salad fork, dinner fork, Plate, Dinner knife, Tea spoon, Sop spoon, Cup and saucer, Dessert spoon and dessert knife, Water goblet

Based on the results of the author's observations while conducting research at Saka Hotel Medan, the writer saw that the waiter's knowledge about the Special Party menu already 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 Conflicts arise between guests who order food and waiters who serve food.

As a waiter, he always maintains hospitality even though guest complaints remain calm and give a smile. service and restaurant environment so that everything is ready for the smoothness and efficiency of the service. A good waitress must meet certain criteria, namely;

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

Besides all that, a waiter must also equip himself with knowledge related to his duties. In order to act as an accomplished trader, the waiter must know in depth about the food and drinks sold in the restaurant. The Role of the Supervisor on the Implementation of the Special Party Menu at the Nangroe Saka Hotel Medan Restaurant The role of the supervisor on the implementation of the special party menu

Able to master today's menu. For small restaurants, he usually also doubles as receptionist. Both the tidiness of appearance and content. How to cook each food and the ingredients used should be well mastered. Knowledge of where the ingredients come from, how long to cook them, and how to serve them can be the main ingredients for offerings. Supervisors should also have good entrepreneurial spirit and attitude.

Based on the results of the author's observations while conducting research at Saka Hotel Medan, the Supervisor's Role in the Implementation of Special Party menus in Restaurants, Lack of direct control or review of Events, Rarely supervises subordinates. From the results of interviews with waiters at Saka Hotel Medan they said there was a lack of a supervisor's role in implementing the Special Party menu, the supervisor did not directly review the special party menu guest orders which resulted in conflict with the waiter, because he did not directly control/observe the event. Supervisor is part of management. In the organizational map and skill levels, supervisors are an integral part of the management ranks. Although, if the supervisor then always takes the side of the management and puts the employees second to each other, that is not the right attitude. Even though they are part of management, supervisors must be able to carry out their middle role properly. He had to keep an eye on the aspirations of his men. Supervisors must try to maintain the stability of employee relations with management so as to create a conducive atmosphere. The wishes of each party will be realized if the conditions are mutually agreed upon.

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

No	Respondents Answer	Amount	Percentage %
1	<b>It's been very instrumental</b>	<b>18 People</b>	<b>80%</b>
2	<b>Still not playing a role</b>	<b>5 People</b>	<b>20%</b>
	<b>Amount</b>	<b>23 People</b>	<b>100%</b>

## CONCLUSION

Based on the results of the research carried out and the results of the data analysis found previously, it can be concluded as follows, the delay in special party menu services is caused by a lack of communication between sales marketing and the kitchen regarding the menu ordered by guests, there is a sudden menu change, so the kitchen prepares Special Party menu ingredients with ingredients in the store. The waiter's knowledge of the special party menu clearly knows 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 less of a role in implementing the Special Party menu, the supervisor does not directly control the serving of the special party menu guest orders before the event begins. Supervisors have not sided with subordinates in overcoming problems that occur, resulting in conflicts with waiters.

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