

FINAL PROJECT

**TIME MANAGEMENT RESERVATION MECHANISM
BY SUPERVISOR AT KORAL RESTAURANT AT THE
APURVA KEMPINSKI BALI**



POLITEKNIK NEGERI BALI

Luh Gede Saphira Anggarini

**DEPARTMENT OF TOURISM
THE STATE POLYTECHNIC OF BALI
BADUNG
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**HOSPITALITY STUDY PROGRAM
DEPARTMENT OF TOURISM
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This Final Project is Submitted to Fulfill One of the Requirements for
Completing Diploma III Education at the Tourism Department, the State
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PLAGIARISM-FREE STATEMENT LETTER

I, the undersigned below

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Hereby declares that the final project entitled

**-Time Management Reservation Mechanism by Supervisor at Koral
Restaurant at The Apurva Kempinski Bali-**

Is completely free from plagiarism. If this statement is proven to be untrue,
I am willing to accept sanctions in accordance with the applicable provisions.

Thus I made this statement letter to be used as appropriate.

Badung, August 2023

Who make the statement,



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In conclusion, the authors hope that this final project will be useful for all readers, both from the Bali State Polytechnic and from outside the State Polytechnic of Bali environment.

Badung, August 2023

Writer

List of contents

| | |
|--|------------|
| TITLE PAGE | i |
| ENDORSEMENT PAGE | ii |
| FINAL PROJECT ORIGINALITY SHEET | iii |
| FOREWORD | iv |
| LIST OF CONTENTS | vii |
| LIST OF FIGURES | x |
| LIST OF TABLES | xii |
| CHAPTER I INTRODUCTION | 1 |
| A. Background | 1 |
| B. Problem Formulation | 6 |
| C. Purpose and Purpose of Writing | 6 |
| 1. Purpose of Writing | 6 |
| 2. Usability of Writing | 6 |
| D. Final Project Writing Method | 7 |
| 1. Data Collection Methods and Techniques | 7 |
| 2. Data Analysis Methods and Techniques | 8 |
| 3. Methods and Techniques for Presentation of Analysis Results | 8 |
| CHAPTER II THEORY BASIS | 9 |
| A. Hotels | 9 |
| 1. Definition of Hotel | 9 |
| 2. Classification of Hotels | 9 |
| B. Restaurant | 13 |
| 1. Definition of Restaurant | 13 |
| 2. Types of Restaurants | 14 |
| C. Definition of Supervisor | 15 |
| 1. Role of Supervisor | 16 |
| D. Definition of Reservation | 17 |
| 1. Reservation Resources | 18 |
| 2. Reservation Classification | 19 |

| | |
|--|-----------|
| E. Definition of Time management | 21 |
| F. Definition of Mechanism | 22 |
| CHAPTER III COMPANY GENERAL DESCRIPTION | 24 |
| A. Company Name and Location | 24 |
| 1. Company Location | 24 |
| B. The history of the establishment of The Apurva Kempinski Bali | 25 |
| C. Business Sector and Facilities of The Apurva Kempinski Bali | 27 |
| 1. Business Sector of The Apurva Kempinski Bali | 27 |
| 2. Facilities at The Apurva Kempinski Bali | 27 |
| D. Organizational Structure of Koral Resaurant | 37 |
| CHAPTER IV DISCUSSION | 42 |
| A. Time Management Reservation Mechanism By Supervisor At Koral Restaurant at The Apurva Kempinski Bali | 42 |
| 1. Preparation Stage | 42 |
| 2. Reservation Handling Stage | 44 |
| B. Obstacles during Handling and Solutions | 62 |
| CHAPTER V CLOSING | 64 |
| A. Conclusion | 64 |
| B. Suggestion | 65 |
| BIBLIOGRAPHY | 67 |
| ATTACHMENT | 69 |

LIST OF FIGURES

| | |
|--|----|
| Figure 1.1 Number of visitors to Koral Restaurant in 1 week | 7 |
| Figure 3.1 Hotel Logo | 24 |
| Figure 3.2 Koral Restaurant Organizational Structure at The Apurva Kempinski Bali | 34 |
| Figure 4.1 Grooming Standards for FBS Koral Restaurant | 43 |
| Figure 4.2 Platform table check | 44 |
| Figure 4.3 Operational time span at Koral Restaurant | 46 |
| Figure 4.4 Reservation Form | 47 |
| Figure 4.5 Memo 1 and Memo 2 | 48 |
| Figure 4.6 Display of DOKU | 49 |
| Figure 4.7 Reservation display on table check system | 50 |
| Figure 4.8 Display of DOKU | 51 |
| Figure 4.9 Payment Link Form | 51 |
| Figure 4.10 Payment Link Form | 52 |
| Figure 4.11 Payment Link Form | 53 |
| Figure 4.12 Payment Link Form | 54 |
| Figure 4.13 Payment Link Form | 54 |
| Figure 4.14 Payment Link Form | 55 |
| Figure 4.15 Online Booking Inquiry | 56 |
| Figure 4.16 Invoice Number | 57 |
| Figure 4.17 Recording Invoices into customer reservations..... | 57 |
| Figure 4.18 Proof of Deposit Payment | 58 |
| Figure 4.19 Reservation Confirmation Letter | 59 |
| Figure 4.20 Koral Map | 60 |
| Figure 4.21 Recording of deposit amounts | 61 |
| Figure 4.22 Reservation status changes | 61 |

LIST OF TABLES

| | |
|---|----|
| Table 3.1 Hotel Room Types at The Apurva Kempinski Bali | 27 |
| Table 3.2 Type of Meeting Room at The Apurva Kempinski Bali | 33 |

CHAPTER 1 INTRODUCTION

1. Background of the problem

Indonesian tourism is growing rapidly because Indonesia has many islands that have their own beauty, and have diverse cultures and customs. This combination of wealth has made the tourism industry in Indonesia one of the country's largest foreign exchange earners. The increasing need for vacations to a country or region after the Covid-19 pandemic will cause the tourism industry to revive and will continue to grow. So the government will continue to try to develop the tourism sector which will benefit the country by building more tourism supporting infrastructure in tourist destination areas.

Bali is a very popular tourist destination for both foreign tourists and domestic tourists because it has natural beauty, a very unique culture and friendly people and with adequate facilities such as hotels, restaurants and tourist attraction facilities to make tourists interested in coming. The goal is to provide the best possible service and experience for tourists visiting Bali. The government is also trying to ensure that local people benefit from the tourism industry. They know that if the community benefits, tourists will also benefit. This will help the region grow and create more jobs.

Many hotels have now been built in the Bali area to support the implementation of tourism activities, so that tourists have many choices of places to stay while traveling. Apart from providing accommodation and, food and drink facilities for guests who stay, the hotel will also provide other facilities such as a spa, gym, meeting room, swimming pool and restaurant that can be enjoyed by

guests who are not staying at the hotel, so the income will be earned. not only from guests who stay overnight.

The Apurva Kempinski Bali is one of the five star international standard hotels in Bali. Located in the area of Sawangan precisely at Jalan Raya Nusa Dua Selatan, Sawangan, Nusa Duawhich is surrounded by a forest that is still beautiful and has beautiful views of the beach, this hotel is quite comfortable and interesting to visit. This hotel is quite popular now because it became the G20 venue in 2022 and also has beautiful building architecture as well as the best and luxurious service for guests who stay and visit there so that guests can feel comfortable while staying there and will come back to visit in the future day, with the best service that is always provided by a team of qualified workers in various departments at the hotel, including: Front Office, Engineering, Sales and Marketing, Accounting, Human Resources Department, Housekeeping, Food and Beverage, and Security.

Food and Beverage Department is divided into two parts that are interdependent and must work together, namely Food and Beverage Products and Food and Beverage Service. The scope of work is Kitchen, Restaurant, Bar and Room Service. Restaurant is a room or place where guests can enjoy the dishes that have been provided, equipped with equipment for storing, serving and selling food and beverages to the public and managed commercially. At The Apurva Kempinski Bali there are nine Food and Beverage Service outlets namely, Koral Restaurant which serves Lunch and Dinner Set Menu, Pala Restaurant which serves Breakfast and Brunch with Buffet Menu, Reef Beach Club which serves A'la Carte Menu, Izzakaya by Oku which serving A'la Carte Lunch and Dinner and Japanese Set

Menu, Baiyun Restaurant serving Lunch and Dinner Set menu of Chinese hotpot and dimsum, Tuesday Deli serving A'la Carte Pastry and Bakery Menu, Kubu Pool Bar, L'atelier by Cyril Kongo Bar and Rooftop Bar that provides A'la Carte Menu as well as various types of alcoholic and non-alcoholic drinks.

Koral Restaurant one of the quite well-known restaurants in The Apurva Kempinski Bali because of the existence of a giant aquarium as the main view for guests who visit. This is what makes this restaurant unique because it is the first restaurant in Bali to provide an atmosphere of eating dishes with underwater views and there are divers who will greet the visitors every day. In addition to the existing giant aquarium, this restaurant also has the advantage that the service and food served are definitely the best in order to achieve the satisfaction of visiting guests.

Koral Restaurant has operating hours from 12.00-15.00 WITA for lunch and at 17.30-22.30 WITA for dinner. From the restaurant's operational time span which is not so long with quite a lot of enthusiasts, time management is needed in managing all incoming guest reservations so that operations can continue to run smoothly according to specified operational standards and can achieve guest satisfaction after visiting. Time management is important at Koral Restaurant because the concept of this restaurant itself is a set menu, so there is a span of time required for serving it. The system used to set the reservation time is usingtable check. Table checkis a world-class reservation system that makes all orders in customer reservations into one dashboard (visual display of all data). So this platform can be accessed via sophisticated devices such as tablets, computers and smartphones.

This is what underlies the author to make a proposal entitled “Time Management Reservation Mechanism By Supervisor At Koral Restaurant At The Apurva Kempinski Bali” to share knowledge with readers about the mechanism used in Time Management Reservations by Supervisors at Koral Restaurant The Apurva Kempinski Bali and also share knowledge on how to increase guest satisfaction.

Here are some things that affect time management in managing reservations at Koral Restaurant:

1. Waiting list table

Koral Restaurant only has 18 tables next to the aquarium, because many guests want the table so during arrival time the guests are willing to wait in the lounge area to get the table, the maximum time for guests to wait for a ready table next to the aquarium is 30 minutes. but if a guest insists on waiting for a table next to the aquarium while other guests are still enjoying their food, the restaurant cannot be sure how long the guest will get a table beside the aquarium.

Reservation timing is urgently needed in order to reduce or eliminate the waiting list table at the time of arrival in the lounge area so that when the next reservation comes, the table next to the aquarium is ready and for subsequent reservations who still do not get a table beside the aquarium will be given a fixed sofa table lead to the aquarium.

2. Table layouts

Table layout settings also affect time management when making reservations because from these settings we can find out which table will be prepared for the table set up for the next reservation in order to reduce the waiting list table in the lounge area.

3. Table setup

In preparing the table again for the next reservation it takes a maximum of 5 minutes, this is also related to time management because if the restaurant does not set the time for the upcoming reservation it will take a long time to prepare the table because previous guests have not finished enjoying their food, and there will be a long queue in the lounge area to wait for a table and there will also be a delay in the service for the next reservation.

4. Presentation of set menus

Koral Restaurant has 6 choices of set menus consisting of 4 to 6 types of dishes. In serving the set menu itself it takes time because the food will be served one by one after the previous meal is finished. Guests will be given a maximum of 2 hours from when they arrive until finish enjoying the food at the Restaurant because the restaurant requires a table for the next reservation to come. The set menu at Koral Restaurant itself consists of appetizer to dessert, but before that, drinks, bread and canapes will be served before entering the first course. The drinks, bread and canapes will be served in a maximum of 5 minutes after guests order food, then for the first course, namely cold dish appetizer, will be served 5 minutes after the canapes are served. For the second course, namely

the hot dish appetizer, it will be served in a maximum of 7 minutes after the first course is finished. For the main course, a maximum of 10 minutes is spent after the appetizer has been enjoyed. Dessert dishes will be served in a maximum of 7 minutes after the main course is finished. From the serving time and also the time for guests to enjoy the food, it will be counted for 2 hours and if the guests want to stay in the restaurant area, they can only enjoy drinks in the restaurant lounge area. In terms of setting the service time, it also affects reservation time management because the restaurant must be smart in managing it so that service delays do not occur during operations.

The following is empirical data regarding the number of reservations that have been handled in the one week which also influences reservation time (time management).

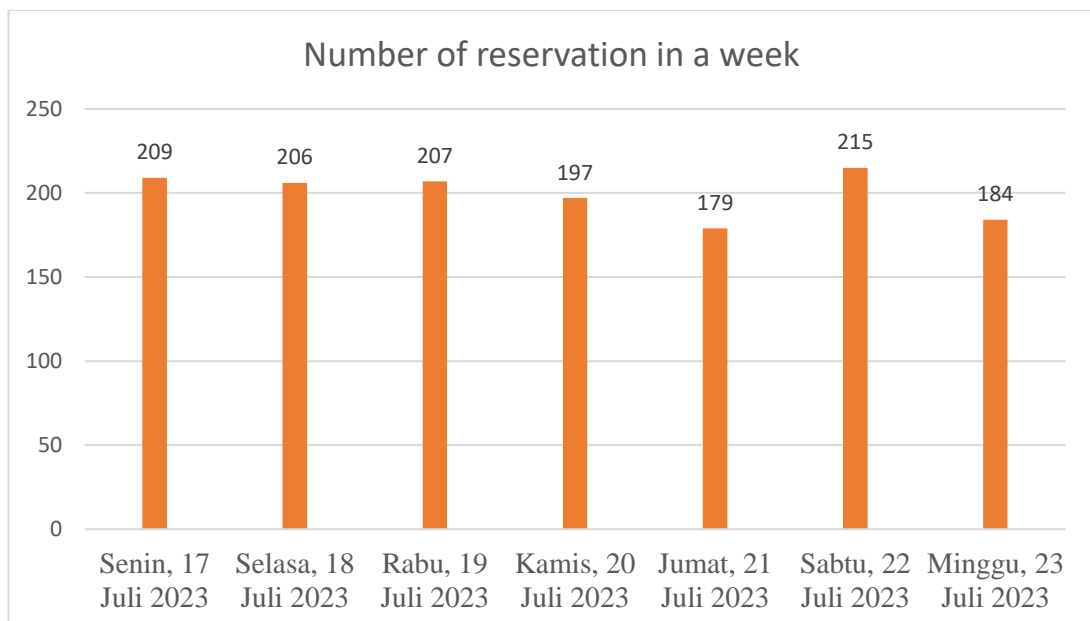


Figure 1.1 Number of visitors to Koral Restaurant in 1 week
Source: Koral Restaurant, 2023

The above data is collected by the Supervisor through a table check system which aims to show the number of incoming reservations during the week.

2. Formulation of the problem

Based on the description of the background above, the formulation of the problems that will be discussed in this final report as follows:

2.1 How is the Time Management Reservation Mechanism By Supervisor At Koral Restaurant At The Apurva Kempinski Bali implemented?

2.2 What are the obstacles encountered in implementing the Time Management Reservation Mechanism By Supervisor At Koral Restaurant At The Apurva Kempinski Bali and how are they solved?

3. The purpose and use of writing

3.1 Objective

The purpose of this writing is:

3.1.1 To know the mechanism of Time Management Reservation by Supervisor and provide guests with an unforgettable experience at Koral Restaurant The Apurva Kempinski Bali.

3.1.2 To find out the obstacles faced in the mechanism of Time Management Reservation by Supervisor at Koral Restaurant The Apurva Kempinski Bali and how to solve these problems.

3.2 Usefulness of Writing

3.2.1 For students it is one of the requirements to complete the Diploma III program at the Bali State Polytechnic and as a benchmark in applying theory obtained in college to what is obtained in the field so that they

can add insight, knowledge, skills according to the field of F&B Service.

3.2.2 For the State Polytechnic of Bali, it serves as a foundational source and adds references in order to improve the teaching and learning process for lecturers in the field of Food and Beverage Service.

3.2.3 For the company, it is hoped that this can be an input to improve the company's performance and services to guests in the future.

4. Research methodology

4.1 Data Collection Methodology and Techniques

The method that the author uses in collecting this data is as follows:

4.1.1 Observational method, which is a method of collecting data by observing, learning, and involving oneself (participatory observation) directly in the process of implementing the Mechanism of Time Management Reservation by Supervisor at Koral Restaurant The Apurva Kempinski Bali. This method is assisted by recording techniques and documentation in the form of pictures, as well as an I interview, which is a method of collecting data by conducting interviews with HRD, Restaurant Managers and Supervisors.

4.1.2 Literature Study, which is a method of collecting data by reading books and other literature related to the F&B Service.

4.2 Data Analysis Methodology and Techniques

The analytical method used by the author in compiling this final project report is a qualitative descriptive analysis technique, namely

explaining or describing the problem using data obtained during field work practice at The Apurva Kempinski Bali.

5 Methods and Techniques for Presentation of Analysis Results

The method of presenting the results of the analysis that the author uses is as follows:

5.1 Informal method, namely the method of presenting data analysis with ordinary words.

5.2 Formal method, namely the method of presenting data analysis by presenting data with certain signs such as tables, photos or pictures, symbols or logos and others. This method is assisted by the technique of combining words and sign

CHAPTER V

CLOSING

5.1 Conclusion

From the discussion chapter, it can be concluded that the stages of the Time Management Reservation Mechanism by the Supervisor at the Koral Restaurant at The Apurva Kempinski Bali are as follows:

5.1.1 For handling time management reservations, there are several things that must be done by the Supervisor, namely the preparation stage which consists of the self-preparation stage, the work preparation stage then followed by the reservation handling stage and finally there is the final stage of reservation arrangements.

5.1.2 The system used in the Time Management Reservation Mechanism by the Supervisor at Koral Restaurant at The Apurva Kempinski Bali is:

- 1) In recording and managing all incoming reservations, the table check system will be used. Table Check is a world-class reservation platform that makes all orders in customer reservations into one dashboard. So this platform can be accessed via sophisticated devices such as tablets, computers and smartphones.
- 2) To confirm the reservation, the deposit payment link will use the DOKU application. This application is an online payment application originating from Indonesia which has grown together with large, medium companies and individual businesses from various

backgrounds. Starting from the transportation business, tourism, insurance, retail, donations, communities, and many more.

5.1.3 Important Steps in the Time Management Mechanism

reservationBy the Supervisor at Koral Restaurant at The Apurva Kempinski Bali, include:

- 1) Before asking for detailed information to guests, the supervisor explains in advance about Koral Restaurant to guests.
- 2) After explaining general information about Koral Restaurant, the supervisor asks for detailed information about guests.
- 3) Arrange guest reservation hours according to available operating hours
- 4) Create a payment link for deposit payments.
- 5) Sending invoices for deposit payment links to guests via WhatsApp message or email.
- 6) Re-confirm the deposit payment that has been made by the guest.
- 7) Sending a confirmation letter as additional information to guests that the reservation made has been confirmed.

5.2 Suggestion

Based on the experience the author gained while carrying out field work practices at The Apurva Kempinski Bali, suggestions that can be submitted are as follows:

In accordance with the restaurant concept, which is semi-fine dining and also high customer expectations, my advice is in taking and managing reservations by not arriving at the same time to reduce delays in service provided because there

are many details that must be considered during service, and it is also important to pay attention to the number of customers taken for 1 day in order to provide the best service and to make guests feel comfortable and elegant.

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