

FINAL REPORT

**FLOATING BREAKFAST SERVICE
BY IN ROOM DINING WAITER
AT THE APURVA KEMPINSKI BALI**



POLITEKNIK NEGERI BALI

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**TOURISM DEPARTMENT
POLITEKNIK NEGERI BALI
BADUNG
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This Final Report is Submitted to Tourism Department of
Politeknik Negeri Bali in Partial Fulfillment of the Requirement
for the Degree of Applied Bachelor in Tourism

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I hereby declare that my final report entitled:

**"FLOATING BREAKFAST SERVICE
BY IN ROOM DINING WAITER
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is genuinely free from plagiarism. If this statement is proven false, I am willing to accept the sanctions in accordance with the applicable regulations.

I make this statement to be used as appropriate.

Badung, August 2023

The undersigned,



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PREFACE

First of all, thank to Ida Sang Hyang Widhi Wasa, for through his bless and grace, the author has been able to complete the final report entitled "FLOATING BREAKFAST SERVICE BY IN ROOM DINING WAITER AT THE APURVA KEMPINSKI BALI" well and within the designated time. This final report was created with the intention of elucidating the Floating Breakfast In Room Dining Service by Waiter at The Apurva Kempinski Bali.

Throughout the process of writing this final report, there were many obstacles and difficulties encountered, but with guidance and motivation from various parties, these challenges were overcome. Therefore, on this auspicious occasion, the author extends gratitude to :

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The author acknowledges that there are still shortcomings in terms of content, organization, and language. These are inevitable due to the author's limitations as an ordinary human, not exempt from imperfections. Therefore, suggestions and criticisms from readers are highly anticipated to improve this final report. In conclusion, the author hopes that this final report will be beneficial to all readers, both within the Politeknik Negeri Bali community and beyond.

Badung, August 2023

Sang Putu Krisma Bayu Paundra

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CHAPTER I

INTRODUCTION

A. Background

Indonesia possesses an immense potential in tourism due to its abundant natural and cultural wealth. With thousands of islands spread across the archipelago, Indonesia boasts breathtaking natural landscapes such as beaches, mountains, and pristine forests. Furthermore, the country is rich in diverse cultures, encompassing various forms of art, dance, music, and unique and delicious cuisines. Numerous foreign tourists visit Indonesia to indulge in its natural beauty, culture, and history. One of the most popular tourist destinations in Indonesia is Bali.

Bali has become a prominent tourist hub both nationally and internationally, renowned for its stunning landscapes, rich culture, and the warmth and hospitality of its residents. Bali has emerged as a favorite destination for domestic and international travelers alike. Over the past few decades, Bali has undergone rapid growth in its tourism industry. It is often referred to as the "Island of God" due to its abundance of temples, deeply rooted spiritual practices, and cultural significance. Bali's natural panorama includes tropical climates, mountains, lakes, rice terraces, and beautiful white and black sand beaches. The combination of these breathtaking natural views and its cultural vibrancy piques the interest of travelers seeking relaxation, cultural experiences, and the warmth of the local community. Bali offers a range of quality accommodations, including five-star

hotels, villas, and picturesque resorts. The Apurva Kempinski Bali is one such prominent choice for travelers.

The Apurva Kempinski Bali is a five-star hotel situated on Jalan Raya Nusa Dua Selatan, Sawangan, Nusa Dua, Badung, Bali. Opened in March 2019, it is the second Kempinski hotel in Indonesia, following Hotel Indonesia Kempinski in Jakarta. The Apurva Kempinski Bali comprises 475 rooms and suites, designed with Bali's distinctive architectural style. The hotel features 60 villas perched atop hills, offering spectacular ocean views. Its facilities include restaurants, bars, swimming pools, a spa, a gym, and a kids' club. As a five-star establishment, The Apurva Kempinski Bali provides an unforgettable lodging experience with stunning vistas and comprehensive amenities. One of the unique services offered by the hotel is the floating breakfast service provided by the in room dining waiter.

The concept of floating breakfast service involves enjoying breakfast on a floating tray in the private villa or hotel room's swimming pool. This luxurious and popular service is offered by hotels seeking to provide a distinctive and unique vacation experience. A typical floating breakfast includes a variety of foods, such as bread, croissants, muffins, fresh fruits, cereal, yogurt, and fresh juice. This experience offers a delightful sensation for guests as they relish their meal while immersed in their private pool, enjoying the breathtaking scenery. Through the floating breakfast service, guests can savor a distinctive and unforgettable breakfast experience in a serene and peaceful atmosphere. This enticing and unique experience can be found at The Apurva Kempinski Bali.

Despite the appealing and distinctive nature of the in room dining floating breakfast service at The Apurva Kempinski Bali, there are several challenges that the in room dining waiter face in managing this service. These challenges encompass the readiness of the waiter, as the floating breakfast service demands specialized skills and expertise to present the meal correctly. Additionally, timing and the maintenance of the floating tray equipment are factors that must be considered.

Based on the aforementioned discussion, the author is interested in exploring the topic of "Floating Breakfast Service by In Room Dining Waiter at The Apurva Kempinski Bali" as the title of this final report.

B. Problem Formulation

Based on the background provided above, the key issues addressed in this final report are as follows :

1. How is the floating breakfast service provided by in room dining waiter at The Apurva Kempinski Bali?
2. What are the obstacles faced by in room dining waiter in delivering the floating breakfast service at The Apurva Kempinski Bali?

C. Writting Objectives

Based on the problem identifications outlined above, the objectives and writing this final report are as follows:

1. Objectives of Writing the Final Report

- a. To explain the procedure of the floating breakfast service by in room dining waiter at The Apurva Kempinski Bali.
- b. To identify the obstacles encountered by in room dining waiter in providing the floating breakfast service at The Apurva Kempinski Bali.

2. Significance of Writing the Final Report

This final report serves various purposes for all stakeholders involved. The following are the uses of writing this final report for students, Politeknik Negeri Bali, and the company:

- a. For Students

- 1) As one of the requirements to complete and obtain a Diploma III degree in the Hospitality Program, Tourism Department at Politeknik Negeri Bali.
- 2) As evidence of the student's ability to conduct quality research and analysis in a specific field.
- 3) To expand the student's insight and knowledge into the chosen final report topic.
- 4) To enhance skills in planning, executing, and completing a final project.

- b. For Politeknik Negeri Bali

- 1) To enhance Politeknik Negeri Bali's reputation in research and produce high-quality graduates.

- 2) To broaden the knowledge and understanding of professors and researchers regarding the evolving research topic.
 - 3) To serve as a reference source for future students and faculty members.
- c. For the Company
- 1) To improve the quality of the floating breakfast service offered by in room dining waiter at The Apurva Kempinski Bali.
 - 2) To understand guests' needs and preferences for the floating breakfast service, enabling the company to enhance service quality and ensure guest satisfaction for positive feedback.
 - 3) To utilize the research findings as a basis for developing superior and improved floating breakfast service products in the future.

In this context, writing the final report holds diverse and vital benefits for various parties. Students can enhance their skills and work experience, the institution can bolster its reputation and research quality, and the company can refine the quality of the in room dining floating breakfast service by leveraging the research conducted by students.

D. Writing Methodology

1. Data Collection Method

a. Interview Method

Interviews are employed to obtain in-depth information from managers, supervisors, and staff in room dining waiter at The Apurva Kempinski Bali. The

interviews focus on topics related to the handling of floating breakfast, challenges faced by waiter in managing the floating breakfast service, and the steps involved in the in room dining waiter handling of the floating breakfast service.

b. Observation Method

Observation is used to directly observe the performance of managers, supervisors, and staff in room dining waiter. Observations involve personal experience notes and monitoring their on-site performance, including documenting activities through images and noting key points during training at The Apurva Kempinski Bali.

c. Literature Review Method

Literature review is used to gather data from books, documents, and other written sources available at The Apurva Kempinski Bali pertaining to in room dining, floating breakfast, and the standards of in room dining floating breakfast service by waiter. These data sources serve as important secondary data sources for the research.

2. Data Analysis Technique

For the writing and composition of this final report, a descriptive qualitative analysis technique is utilized. Descriptive qualitative analysis is used to elucidate and provide an overview of the data distribution and characteristics. It analyzes unstructured data, such as data from interviews, observations, and literature reviews. This writing will present issues using the data collected during the fieldwork practice at The Apurva Kempinski Bali. The technique involves data categorization, coding, and interpretation.

3. Method of Presenting Analysis Results

The data presentation technique employed includes both formal and informal formats. In formal formats, the author utilizes images, punctuation marks, and diagrams. In informal formats, data is presented in narrative form. The analysis results are presented in the final report using proper and grammatically correct Academic English language to ensure readers comprehend the content and intentions of the author.

CHAPTER V

CONCLUSION AND SUGGESTION

A. Conclusion

Based on the discussion in Chapter IV, it can be concluded that there are procedures to be followed in handling floating breakfast in room dining. In this chapter, the following conclusions can be concluded:

1. Floating breakfast service by in room dining waiter The Apurva Kempinski Bali, it can be divided into three stages: Preparation stage, execution stage, and final stage. In the preparation stage, waiter pay attention to personal grooming and operational preparation, including the necessary equipment for floating breakfast. During the execution stage, the steps taken by the waiter start from check all dining equipment, unwrap all equipment from plastic wrap, until give warm and sincere farewell. In the final stage, tasks to be carried out include: Writting information on the bill, reporting the bill, back to in room dining office.

2. Obstacles in Floating Breakfast Service

The obstacles faced by waiter when handling the floating breakfast service include: Delivery time, EDC machine errors, and equipment maintenance.

B. Suggestion

After the author's observations during the internship at The Apurva Kempinski Bali, the following recommendations can be provided:

1. Improving Schedule Management for Optimal Efficiency

Considering the high operational intensity of the in room dining service every day, often orders and requests from guests experience delays, leading to complaints. Therefore, there is a need for improvements in scheduling for optimal efficiency to overcome challenges during busy periods of in room dining service. This is to prevent service delays and minimize the risk of guest complaints.

2. Routine Inspection of EDC Machines

The importance of establishing a partnership with a banking institution for the purpose of conducting routine inspections on the condition of the EDC machines used in in room dining operations cannot be overstated. This step is aimed at ensuring that the EDC machines remain in proper working condition and function optimally. Involving a banking partner in the inspection process can help mitigate the risk of issues related to signals, connections, and other technical challenges. This collaboration will contribute to ensuring that the EDC machines are consistently ready for use without experiencing disruptions that could impact guest service. Through routine inspections, potential problems can be identified before they escalate into larger issues, as a result it can help mitigate guest complaints and uphold a high level of service quality in the in room dining operations.

3. Enhanced Cleanliness of Table Cloth and White Napkin

Frequently, stained table cloths and white napkins are encountered, even after laundering, requiring careful selection to ensure they are clean. It is advisable for managers to coordinate with the laundry to ensure the cleanliness of all laundered linens and, if necessary, implement spotting treatment to minimize the presence of stains.

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