

FINAL PROJECT

**THANKSGIVING DINNER SERVICE
BY WAITER AT PAO RESTAURANT
AT FAENA HOTEL MIAMI BEACH**



POLITEKNIK NEGERI BALI

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**DIII HOTEL OPERATION PROGRAM
TOURISM DEPARTMENT
BALI STATE POLYTECHNIC
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**This Final Project is submitted as one of the requirements
for the preparation of the Final Project DIII Hospitality Study Program,
Tourism Department Bali State Polytechnic**



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FOREWORD

Foremost, I would like to express gratitude to Ida Sang Hyang Widhi Wasa/ God Almighty because by His grace the writer was able to complete the Final Project entitled Thanksgiving Dinner Service by Waiter at Pao Restaurant at Faena Hotel Miami Beach according to the predetermined time. The purpose of making this Final Project is to fulfil one of the requirements in completing the Diploma III Hotel Operation of the Tourism Department, Bali State Polytechnic.

In the preparation of this Final Project, there are several obstacles that the Writer faces, such as the collection of materials, limited related reference sources and limited knowledge of the Writer. However, thanks to encouragement and assistance from various parties, this obstacle can be overcome. For this reason, through this good opportunity, the Writer would like to express his gratitude to:

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9. I Nyoman Mardawan and Luh Gede Martini, both parents of the Writer who have raised and educated him since childhood.

Finally, the Writer hopes that this Final Project can be useful for all readers both from the Bali State Polytechnic and from outside the Bali State Polytechnic to increase knowledge.

Badung, January 2025

Writer

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CHAPTER I

INTRODUCTION

A. Background

Faena Hotel Miami Beach located at 3201 Collins Ave, Miami Beach, Florida, United States, is one of the hotels that holds the five-star title that it received on February 22, 2017. Faena Hotel Miami Beach has 179 guest rooms consisting of 162 single bed rooms, 12 double bed rooms, and 5 suite rooms with the concept of combining modern and classic American concepts that are unique to this hotel. Faena Hotel Miami Beach has several departments that support the hotel's operational activities including: Front Office Department, Sales & Marketing Department, Human Resources Department, Food and Beverage Service Department, Food and Beverage Product Department, Engineering Department, Accounting Department, Housekeeping Department, Security Department which each has its duties and responsibilities to connect with and help each other.

Faena Hotel Miami Beach has two types of restaurants that provide different menus in each outlet, including Los Feugos Restaurant which serves a South American-style menu led by a famous chef, Francis Mallmann, and Pao Restaurant which serves a menu of Filipino, Spanish, Japanese, and French style food led by a famous chef, namely Paul Qui.

Pao Restaurant at the Faena Hotel Miami Beach serves Thanksgiving Dinner as part of their food service during the Thanksgiving holiday season. Thanksgiving Dinner is a traditional meal traditionally held on Thanksgiving Day, a national holiday in the United States celebrated in 27 of November. Dinner operations at Pao Restaurant at Faena Hotel Miami Beach include pre-service, during service,

and post service, starting from table preparation, equipment preparation, welcoming guests, serving orders, serving food and drinks, to cleaning the table and saying thank you. Dishes served at Pao Restaurant during Thanksgiving dinner, namely roasted brussels sprouts, duck gnocchi, roasted turkey, and cashew pie bar are some of the dishes served. This food reflects the culinary traditions of the United States with gratitude.

Thanksgiving Dinner is a dinner event held to celebrate Thanksgiving Day, which usually falls on the fourth Thursday of November in the United States. At this event, people gather with family and friends to share food and show gratitude, and a moment of togetherness (Eric J. Arnould, 2020). The Thanksgiving Dinner event at Pao Restaurant, the set menu service system is used. Waiter at Pao Restaurant play a very important role because Waiter are like hosts who entertain and interact directly with guests so that it affects guest satisfaction. Thanksgiving Dinner has its own advantages that make it a special celebration and express gratitude, strengthen social bonds and increase the importance of support from loved ones.

Based on the description above, the service by the Waiter at a themed dinner event such as Thanksgiving Dinner in a hotel restaurant is greatly influenced by a variety of factors, including the quality of service, knowledge of the menu, attention to detail, and the ability to create a pleasant dining experience for guests. In previous research studies related to dinner service by Waiter in hotel restaurants, several studies provided useful insights in examining specially-themed dinner service such as Thanksgiving Dinner. While no studies directly address this specific

topic, many studies have highlighted aspects of Waiter service that can be applied in this context.

According to Final Project conducted by Estrada & Juhanda (2023) regarding waiter service during Theme Night Dinner at Novotel Bali Nusa Dua, it shows that waiter play an important role in creating a unique dinner experience for guests. Good quality of service, such as attention to detail and the ability to adapt to the needs of guests, is essential in thematic events. This is especially relevant in the context of thanksgiving dinner, where a special atmosphere and friendly service must take precedence. And in a Final Project conducted by Suardana (2020) “The Role of Waiters in Increasing Customer Satisfaction at Abhayagiri Restaurant Yogyakarta”, it was found that the role of waiters in increasing customer satisfaction is very significant, especially in improving the dining experience in restaurants. Factors such as hospitality, knowledge of the menu, and the ability to provide personalized service greatly determine guest satisfaction.

The Final Project of Estrada & Juhanda (2023) and Suardana (2020) have similarities, they both emphasize the importance of the role of waiter in improving customer satisfaction, and both highlight the quality of good service as a key factor in creating a positive dining experience. In addition, these two studies also have differences, Estrada & Juhanda's Final Project emphasizes more on thematic events and unique dinner experiences, while Suardana's Final Project focuses more on the factors that determine customer satisfaction in general, and in the context of Estrada & Juhanda's (2023) research focuses on Theme Night Dinners at Novotel Bali Nusa Dua, while Suardana's (2020) research focuses more on the dining experience at Abhayagiri Restaurant Yogyakarta.

Based on the explanation above, the topic that will be discussed in the Final Project is entitled "Thanksgiving Dinner Service by Waiter at Pao Restaurant at Faena Hotel Miami Beach".

B. Problem Formulation

Based on the background that has been described above, the following problem formulation can be arranged:

1. How is the Thanksgiving Dinner served by the Waiter at Pao Restaurant at Faena Hotel Miami Beach?
2. What are the obstacles faced during the Thanksgiving Dinner Service by the Waiter at Pao Restaurant at Faena Hotel Miami Beach and what are the solutions?

C. Purpose and Benefits

The benefits obtained in writing the Final Project with the title "Thanksgiving Dinner Service by Waiter at Pao Restaurant at Faena Hotel Miami Beach" are as follows.

1. Purpose

The purpose of writing this Final Project is:

- a. Describe the service of Thanksgiving Dinner by the Waiter at Pao Restaurant at Faena Hotel Miami Beach.
- b. Explain what obstacles are faced in the service of Thanksgiving Dinner by Waiter at Pao Restaurant at Faena Hotel Miami Beach and explain the solutions provided.

2. Benefit

The benefits of writing this Final Project include:

a. Student

As one of the requirements to complete the Diploma III Hotel Operation in the Tourism Department at the Bali State Polytechnic, and it is hoped that students can increase their knowledge, insights, and abilities in the field of Food and Beverage Service.

b. Bali State Polytechnic

This Final Project is expected to be used as a reference source for students of the Tourism Department, especially in the Diploma III Hotel Operation and other parties who need it and can be used for further research related to Food and Beverage Service.

c. Faena Hotel Miami Beach

It is hoped that it will be input and consideration to improve the quality of service and be able to take appropriate actions based on the obstacles faced in an effort to improve the quality of service, especially in Food and Beverage Service.

D. Writing Methods

1. Data Collection Methods

In making this Final Project, the methods used by the Writer to compile the Final Project in obtaining information about Faena Hotel Miami Beach include:

a. Observation

Observation is a method of collecting data by making observations and being directly involved in providing Thanksgiving Dinner services with a set menu system to guests and listening to explanations about the menus to be served.

b. Interview

Interviews are a method of data collection by conducting question-and-answer activities by asking questions in an unstructured manner directly and openly to 6 Waiter staff, 1 Restaurant Manager, and 1 Supervisor regarding the Thanksgiving Dinner service at Pao Restaurant.

c. Literature Study

Data collection techniques by reading and citing literature, documents through the Bali State Polytechnic web repository, and Google Scholar related to the Final Project.

2. Method of Analysis and Presentation of Results

In making this Final Project, the methods carried out by the Writer, namely data analysis and data presentation methods, The data analysis method used by the Writer is a qualitative descriptive analysis method that analyses, describes existing phenomena or realities through collection in the form of results from interviews and observations about the problems being Final Projected that occur in the field. Data Presentation Method The formal method is a method that presents the results of the analysis with associated signs, tables, images and photos. Meanwhile, informal is a method that presents data from the analysis by verbally describing the Thanksgiving Dinner Service by the Waiter at Pao Restaurant at Faena Hotel Miami Beac

CHAPTER V CONCLUSION

A. Conclusion

Based on the results of the discussion above regarding the Thanksgiving Dinner Service by the Waiter at Pao Restaurant at Faena Hotel Miami Beach, it can be concluded that in performing the service, there are several stages that must be passed in order to be carried out optimally:

1. The Thanksgiving Dinner service at Pao Restaurant at Faena Hotel Miami Beach has stages consisting of:
 - a. The stage of self-preparation, using a clean and neat uniform, ensure the attendance schedule is in accordance with the predetermined schedule, prepare yourself mentally and physically for work.
 - b. The implementation stage, preparing equipment to support smooth operations. Prepare the equipment needed for operations, such as: spoons, forks, knives, trays and plates, glasses and other utensils, ensuring all equipment is in good condition and ready for use, Organizing equipment in a strategic place for easy access.
 - c. In the final stage, make preparations to close the outlet. Cleaning and organizing the equipment that has been used, making sure all guests have left the outlet, doing the last checks to make sure nothing is left behind, locking the outlet and making sure all equipment is safe.
2. The obstacles faced during the Thanksgiving Dinner service at Pao Restaurant at Faena Hotel Miami Beach are:

- a. Limited time for practice during Thanksgiving Dinner service at Pao Restaurant, each waiter will memorize the menu that will be served during Thanksgiving Dinner service, where the waiter will feel overwhelmed to memorize the menu and the lack of training for a special Thanksgiving dinner like this is only done for one day
- b. During the Thanksgiving dinner service at Pao Restaurant at Faena Hotel Miami Beach, many family guests brought children so that there was a disturbance to other guests during the thanksgiving dinner service because of children running around in the restaurant.

B. Suggestion

Based on the experience working at Pao Restaurant and writing this Final Project, there are several suggestions that can be given. This experience will certainly be very useful for writers before entering the world of work later. Through this suggestion, the Writer would like to convey some suggestions aimed at improving the service of Thanksgiving Dinner by the Waiter at Pao Restaurant at Faena Hotel Miami Beach to guests:

1. One week before the thanksgiving dinner service, the restaurant manager must provide material about the Thanksgiving dinner menu and service procedures to the waiters a few days before the event, so that they can learn and memorize the menu better. In addition, conduct a short training the day before the event to ensure that the waiters understand the menu and service procedures well.
2. When children run around during the Thanksgiving dinner service at Pao Restaurant at Faena Hotel Miami Beach, the waiter will provide fun activities to the little ones, give coloring books or read books, besides that the waiter will

give baby chairs to small children so as to reduce the chances of them running around.

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