

FINAL PROJECT
DINNER SET MENU LUXURY ESCAPE SERVICE BY
WAITERS AT DAVA STEAK & SEAFOOD RESTAURANT
AYANA BALI



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TOURISM DEPARTMENT
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**DINNER SET MENU LUXURY ESCAPE SERVICE BY
WAITERS AT DAVA STEAK & SEAFOOD RESTAURANT
AYANA BALI**

**This Final Project is submitted as one of the requirements to earn applied
Associate Degree in the DIII Hospitality Study Program in Politeknik Negeri
Bali**



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POLITEKNIK NEGERI BALI

TABLE OF CONTENT

FINAL PROJECT COVER PAGE	i
FINAL PROJECT INSIDE COVER PAGE	ii
FINAL PROJECT SUBMISSION REQUIREMENTS PAGE	iii
FINAL PROJECT APPROVAL SHEET	iv
FINAL PROJECT VALIDITY SHEET	v
STATEMENT OF ORIGINALITY	vi
ACKNOWLEDGEMENT	vii
TABLE OF CONTENT	x
LIST OF TABELS	xii
LIST OF FIGURES	xiii
LIST OF APPENDICES	xiv
CHAPTER I INTRODUCTION	1
A. Background	1
B. Problem Formulations	5
C. Objectives and Benefit	6
D. Systematically of Writing	7
CHAPTER II THEORITICAL BASIS	9
A. Hotel	9
1. Definition of Hotel	9
2. Classification of Hotel	9
B. Food and Beverage Department	12
1. Definition Food and Beverage Department	12
2. Definition Food and Beverage Service	13
3. Definition Food and Beverage Product	13
C. Restaurant	13
1. Definition of Restaurant	13
2. Types of Restaurants	14
D. Waiters	15
E. Menu	15
1. Definition of Menu	15
2. Types of Menus	16

F. Service.....	17
1. Definition of Service	17
2. Types of Services	17
G. Sequence of Service	19
H. Tour Package.....	20
CHAPTER III GENERAL COMPANY OVERVIEW.....	22
A. Hotel Location and History	22
B. Sector of Business and Hotel Facilities.....	24
C. Organizational Structure	38
CHAPTER IV RESULT AND DISCUSSION.....	42
A. Dinner Set Menu Luxury Escape Service by Waiters at Dava Steak & Seafood Restaurant AYANA Bali.....	42
B. The obstacles faced in Dinner Set Menu Luxury Escape Service at Dava Steak & Seafood Restaurant AYANA Bali and the method to resolve them. .	60
CHAPTER V CONCLUSION.....	61
A. Conclusion	61
B. Suggestion.....	62
REFERENCES.....	64
APPENDICES	67

POLITEKNIK NEGERI BALI

LIST OF TABELS

Table 3. 1 Room Types of AYANA Resort Bali	24
Table 3. 2 Room Types of AYANA Villas.....	25
Table 3. 3 Room Types of AYANA Segara	25
Table 3. 4 Room Types of RIMBA by AYANA Bali	26
Table 3. 5 Types of Food and Beverage Outlet at AYANA Bali	26
Table 3. 6 Types of Venue at AYANA Bali	27



POLITEKNIK NEGERI BALI

LIST OF FIGURES

Figure 3. 1 AYANA BALI Logo	22
Figure 3. 2 Organizational Structure of AYANA Bali	38
Figure 3. 3 Organizational Structure of Food and Beverage Service	39
Figure 4. 1 Dava Steak & Seafood Restaurant.....	42
Figure 4. 2 Personal Grooming	43
Figure 4. 3 Nametag Usage.....	44
Figure 4. 4 Polishing Wine Glass.....	45
Figure 4. 5 Luxury Escape Voucher	46
Figure 4. 6 Luxury Escape Set Menu.....	48



POLITEKNIK NEGERI BALI

LIST OF APPENDICES

Appendices 1 Dava Dinner Set Up
Appendices 2 Dava Restaurant Layout
Appendices 3 Welcome Bread & Cold Towel
Appendices 4 Luxury Escape Menu



POLITEKNIK NEGERI BALI

CHAPTER I

INTRODUCTION

A. Background

AYANA Bali is a 5-star resort in Jimbaran, located on Karangmas Sejahtera Street, which is close to Garuda Wisnu Kencana, Uluwatu Temple, and various beaches in Jimbaran. AYANA Bali covers an area of approximately 100 hectares with a total of 972 rooms in 4 different properties in one resort environment. The resort provides tram transportation that arrives every 10 minutes. The resort consists of several departments that assist in the smooth running of operations, namely the Front Office Department, Housekeeping Department, Human Resources Department, Finance Department, Sales & Marketing Department, Engineering Department, Security Department, and Food and Beverage Department. Each of these departments has different duties and corresponding responsibilities. The Food & Beverage Department is part of the hotel that is responsible for the manufacture and service of food and beverages in a professional and commercial manner. This department is divided into two, namely Food & Beverage Product and Food & Beverage Service.

The Food and Beverage Service Department is a professionally and commercially managed food and beverage service business with the aim of financial gain, enhancing the hotel's reputation, and customer satisfaction. AYANA Bali is renowned for its variety of restaurants with different specialty cuisines. The resort has a total of 23 food and beverage outlet with different concepts to enhance

the experience and taste of international guests. One of them is Dava Steak & Seafood Restaurant. It is a fine dining restaurant located next to the AYANA Villa Lobby that offers steak and seafood dishes for dinner and an à la carte breakfast with international cuisine. The restaurant's operating hours are 07.00-11.00 and 18.00-23.00.

This restaurant serves à la carte and sets dinner menus starting from appetizer, soup, main courses, and dessert. The menu offers a seafood menu of fish, crab, lobster, scallops, prawns, and salmon served with international style and a steak menu. The main course of this restaurant is steak from Australia, namely Stockyard Beef, Westholme Beef (two-year grass-fed and 330+-day grain-fed Wagyu Beef), Pinnacle (100% grass-fed), and Japan (Kagoshima). The steak offered has marbling from MB 4/5, A5 to MB 8/9+ with a dry aging process for 21 days using Himalayan salt.

In addition to à la carte and set menus, AYANA Bali also provides a special menu for guests on the luxury escape package. Luxury Escape is a travel agent that provides exclusive offers of luxurious accommodation at a reduced cost. Guests who book a room using the Luxury Escape tour package will receive a 2-course lunch or dinner set menu voucher that can be used at several outlets, namely Sami-Sami, Damar, Toge, Unique, Rock bar, and Dava Restaurant. Dava Restaurant provides a special Luxury Escape dinner set menu with a choice of courses, namely appetizer & main course/person or main course & dessert/person.

The privilege obtained by guests who use the Luxury Escape voucher is that they can enjoy 2 types of food at affordable prices and satisfying service. The

normal à la carte price for appetizers starts from IDR 110.000++ - IDR 195.000++, the main courses start from IDR 345.000++ - IDR 1,550,000++ and dessert starts from IDR 110.000++ - IDR 150.000++. However, the Luxury Escape package presents an advantage for guests who get 2 types of food, namely appetizer & main course/person or main course & dessert/person, at a price of IDR 250,000 net/pax. The Luxury Escape menu offers Green Salad or Hamachi Crudo for an appetizer, Pan Seared Salmon or Surf & Turf for a main course, and strawberry mille-feuille or sticky toffee pudding for dessert. Luxury Escape vouchers given by the hotel during registration to guests will provide benefits for both the hotel and guests. The hotel benefits in terms of revenue from hotel occupancy, and the guests also benefit from cheap stay tour packages at 5-star hotels, including lunch/dinner.

This restaurant has a unique characteristic with tableside gueridon trolley service, a dry-age refrigerator that shows various types of steaks in the dry-aging process, and a selling point that prepares 6 different types of salt to enjoy steak other than with black pepper and live acoustic music performances. If guests would like to enhance their dinner experience with Luxury Escape vouchers for the main course, there is an additional charge of IDR 200,000++/person with a choice of Australian Wagyu Flank Steak MB 8+ or Grilled Tiger Prawn. A waiter must know the stages of service in order to provide maximum and professional service.

Therefore, the author is interested in raising it as the title of the final project to find out how the service provided by a waiter at Dava Steak & Seafood Restaurant in the Luxury Escape set menu. Regarding the topic taken in the final project, it has a difference from the topic raised in the previous final project. The

final project that is the comparison is the final project prepared by Suari (2023) with the title Set Menu Courses Luxury Escape Package Service at Restaurant Izakaya by Oku the Apurva Kempinski Bali. The equation of this final project is to discuss the set menu courses of the luxury escape, while the difference is that in the final project it is discussed that the number of courses obtained in the luxury escape package is 3 courses, with the specialty of the restaurant being Japanese food. Whereas in this final project, what is discussed is the difference in courses contained in Luxury Escape's half-board 2 courses and the difference in menus, namely steak & seafood. Then another final project that is used as a comparison is the final project prepared by Damayanti (2024) with the title Dinner Set Menu Service by Waiters at To'ge Restaurant by Ayana Resort Bali. The similarity of this final project discusses service with an open kitchen, which is an open kitchen concept where guests can see the food cooking process, while the difference lies in the menu, namely global comfort food and serving welcome bread with crackers. Dava Restaurant waiters will serve welcome bread with 3 different types of bread, namely soft roll, lavash, and grissini with herb butter as a companion

Based on the description of the background that the author has described above and references to previous final assignments, the author is interested in raising the final title with “Dinner Set Menu Luxury Escape Service by Waiters at Dava Steak & Seafood Restaurant AYANA Bali.”

B. Problem Formulations

Based on the background described above, the following problems can be developed:

1. What are the service stages of the dinner set menu luxury escape service by waiters at Dava Steak & Seafood Restaurant AYANA Bali?
2. What are the obstacles faced in the dinner set menu luxury escape service by waiters at Dava Steak & Seafood Restaurant AYANA Bali?



POLITEKNIK NEGERI BALI

C. Objectives and Benefit

The objectives and benefits obtained in writing the Final Project entitled dinner set menu luxury escape service by waiters at Dava Steak & Seafood Restaurant AYANA Bali are as follows:

1. Objectives

The purpose of writing this final project are as follows:

- a. To describe the service of dinner set menu luxury escape service by the waiters at Dava Steak & Seafood Restaurant AYANA Bali.
- b. To explain the obstacles faced in the service of the dinner set menu luxury escape service by waiters at Dava Steak & Seafood Restaurant AYANA Bali.

2. Benefit

The benefits of writing this final project are as follows:

- a. To Students
 - 1) This final project is one of the requirements to complete the Diploma III Hospitality Study Program, Department of Tourism at Politeknik Negeri Bali. The writing of this final project is a benchmark in the application of the theory obtained during college with that obtained when entering the field
 - 2) Students can better understand and add new insights into the dinner set menu luxury escape service by waiters at Dava Steak & Seafood Restaurant AYANA Bali.
 - 3) Students can improve their service abilities in food and beverage service in developing careers in the world of the hospitality industry.

b. To Politeknik Negeri Bali

- 1) The writer hopes that this final project can be a source of information and reference material for Politeknik Negeri Bali students regarding the dinner set menu luxury escape service by waiters at Dava Steak & Seafood Restaurant AYANA Bali.
- 2) Politeknik Negeri Bali students can improve their ability to compile and write scientific reports.
- 3) Assisting Politeknik Negeri Bali lecturers to deliver Food & Beverage Service material about the Luxury Escape set menu to students.

c. To AYANA Bali

- 1) Writing this final project so that it can be an input or suggestion to improve the quality of waiter service to the guest experience at AYANA Bali.
- 2) To bridge the collaboration between AYANA Bali and Politeknik Negeri Bali students in the internship program.

D. Systematically of Writing

1. Data Collection Methods

a. Observation

Data collection by directly observing and recording data related to the topic of Luxury Escape's dinner set menu in written or oral form (audio recording) with seniors or staff.

b. Interview

Collecting data by conducting unstructured questions and answers directly to the leader and server staff at Dava Steak & Seafood Restaurant

c. Literature Study

Collecting data by reviewing books or written sources related to food and beverage service about dinner set menu services and luxury escapes data

2. Methods of Analysis and Presentation of Results

a. Analysis Method

The method used in writing this final project report is a qualitative descriptive analysis method. This method is carried out by explaining or describing a problem using data obtained during fieldwork practice at AYANA Bali based on observations, interview results, and literature studies.

b. Result Presentation Technique

The presentation method used is the informal method. This method uses strings of commonly used words to make it seem detailed and decomposed.

CHAPTER V

CONCLUSION

A. Conclusion

Based on the discussion of dinner set menu luxury escape service by waiters at Dava Steak & Seafood Restaurant AYANA Bali, the following conclusions can be drawn:

1. The service for the Luxury Escape dinner set menu by the waiters at Dava Steak & Seafood Restaurant AYANA Bali begins when guests arrive at the restaurant and continues until they leave. Therefore, the dinner set menu service at Dava Steak & Seafood Restaurant is divided into three stages: preparation stage, implementation stage, and closing stage.

- a. Preparation Stage

The preparation stage is a very important initial stage, because the smooth operation can be affected. The preparation stage can be divided into 2, which are personal preparation and work preparation.

- b. Implementation Stage

The implementation stage starts from the guest arriving at Dava Steak & Seafood Restaurant, enjoying the meal until leaving the restaurant.

The implementation stage that is applied includes: welcoming guest, escorting & seating the guest, presenting and explaining menu, serving homemade bread & cold towel, take drinks order, punch drink order & serve, taking food order, adjusting silverware, serving wine, serving 1st

course followed by peppermill offer/each course, food quality check, crumbing down, serving dessert, clearing up, presenting guest bill and fond farewell.

c. Closing Stage

Dinner service at Dava Steak & Seafood Restaurant ends at 11:00 pm.

If there is no more, the writer will do closing by making sure the restaurant is clean and ready to be used for breakfast operations the next day.

2. The obstacles faced in Dinner Set Menu Luxury Escape Service at Dava Steak & Seafood Restaurant AYANA Bali and the method to resolve them:

- a. Limitations of the menu to guests with allergies that an alternative is offered by offering an à la carte menu that is adjusted to the Luxury Escape package.
- b. Lack of communication due to guest's lack of English and waiter's lack of Mandarin. The waiter communicates using body language and google translate.

B. Suggestion

Based on the observations and obstacles faced while on duty at Dava Steak & Seafood Restaurant, the suggestions that the writer can convey are as follows:

1. The restaurant makes a flexible menu that can be adjusted to the needs of allergic guests. The writer conveyed this because it was to ensure guest safety and increase guest satisfaction while having dinner at Dava Steak & Seafood Restaurant. For example, several menus are prepared that are

portioned according to cost to keep it affordable for the Luxury Escape package.

2. The hotel provides foreign language training such as mandarin to daily workers and trainees. This is because there are times when communicating with body language cannot convey information effectively and the use of translators slows down operations. Therefore, it would be better if they received basic foreign language training to facilitate communication.



POLITEKNIK NEGERI BALI

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