

FINAL PROJECT

**COUNTER AND A'LA CARTE BREAKFAST SERVICE BY
WAITER/SS AT PROVISIONS KITCHEN AND COCKTAILS
IN SHERATON VALLEY FORGE KING OF PRUSSIA**



POLITEKNIK NEGERI BALI

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**TOURISM DEPARTMENT
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BADUNG
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**This Final Project is proposed as one of the requirements to earn
an Associate Degree in the Diploma III Hotel Operation Study Program,
Politeknik Negeri Bali**



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Badung, May 2025

Writer

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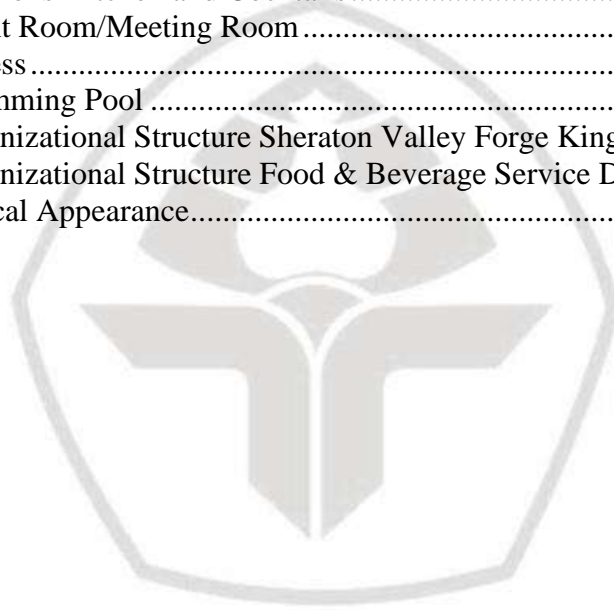
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CHAPTER I

INTRODUCTION

A. Background

Sheraton Valley Forge King of Prussia is a 3-star hotel located in the heart of King of Prussia, Pennsylvania, USA. Operated by Marriott International, this hotel is categorized as a business hotel that caters to the needs of business travelers. Its strategic location near business centers, shopping malls, and tourist attractions makes it appealing to visitors. The hotel offers facilities to accommodate business activities, such as meeting rooms, fax machines, and telephones.

Sheraton Valley Forge King of Prussia undoubtedly has departments that support the smooth operation of the hotel, including Human Resources Department: manages staffing, training, and personnel matters, Front Office Department: responsible for overall guest reception and services, Food and Beverage Department: manages the general operational aspects of the restaurant, including breakfast service and dinner service as well, Accounting Department: handles financial records and transactions, Sales and Marketing Department: focuses on hotel promotion and sales, Engineering Department: handles maintenance and technical aspects, Housekeeping Department: manages cleanliness and room readiness, and Security Department: ensures safety and security for guests and employee. The Food and Beverage Department is the focus of this final project, specifically the Counter and A la Carte Breakfast Service by Waiter/ss at Provisions Kitchen and Cocktails.

The Food and Beverage Department can be divided into two sections: Food & Beverage Product and Food & Beverage Service. Guests staying at the hotel certainly have dining and drinking needs, hence the provision of a restaurant called Provisions Kitchen and Cocktails. This restaurant offers breakfast and dinner with an A'la Carte menu. The breakfast service operates daily, but with different hours. From Monday to Friday, it is open from 6:30 AM to 11:00 AM, while on Saturdays and Sundays, it opens from 7:00 AM to 11:00 AM. The restaurant has a capacity of 52 seats and is equipped with four televisions.

The concept of Counter and A'la Carte breakfast service is one where the price of each food item is listed separately, allowing guests to choose their desired menu. A'la Carte menus also offer flexibility for guests to adjust their orders based on their budget. Restaurants can better control portions and production costs, leading to operational efficiency. The menu offered is an American breakfast menu, including various eggs, meat, bread, pancakes, waffles, pastries, coffee, tea, and juice. Provisions Kitchen and Cocktails operates a café style service with guests ordering and paying at the counter/cashier before getting the food or drink they ordered. Nevertheless, waiter/ss still integral to the dining experience. The role of the waiter/ss in the Counter and A'la Carte breakfast service with a café style concept is very crucial. Waiter/ss in this setting require a combination of product knowledge, service skills, and a professional attitude. In-depth knowledge of the menu, the ability to make drinks, and good communication skill are essential for providing satisfactory service. Additionally, a friendly, enthusiastic, and attentive demeanor will make guests feel more comfortable and welcome.

There are final project that discusses Counter and A'la Carte breakfast service, including the final project titled "Pelayanan A'la Carte Breakfast oleh Pramusaji di Roosterfish Beach Club Restaurant pada Hotel Renaissance Bali Uluwatu Resort & Spa" by Mertha Sanjaya's (2023), there is a difference in terms of service, where the waiter takes orders when the guest is already sitting at the dining table, whereas Counter and A'la Carte Breakfast Service by Waiter/ss at Provisions Kitchen and Cocktails in Sheraton Valley Forge King of Prussia offers a café-style service where guests order directly at the register/cashier and pay upfront. Wahyudi Permana's (2023)'s final project titled "Pelayanan A'la Carte Breakfast oleh Pramusaji di Taman Gita Restaurant InterContinental Bali Resort" differs in terms of guest payment, where guests with a deposit have their bills charged to their room, while those without a deposit pay in cash or by credit card. At Sheraton Valley Forge King of Prussia, there are three payment methods: charge to the room, voucher, and credit card.

Based on the background described above, the title of this final project has been chosen to be "Counter and A'la Carte Breakfast Service by Waiter/ss at Provisions Kitchen and Cocktails in Sheraton Valley Forge King of Prussia" to share knowledge with readers about breakfast service at Sheraton Valley Forge King of Prussia and as well as to explain the challenges and solutions in providing Counter and A'la Carte breakfast service.

B. Problem Statement

Based on the background described above, the main issues to be discussed are:

1. How is the Counter and A'la Carte breakfast service by waiter/ss at Provisions Kitchen and Cocktails in Sheraton Valley Forge King of Prussia?
2. What are the obstacles faced in handling the Counter and A'la Carte breakfast service by waiter/ss at Provisions Kitchen and Cocktails in Sheraton Valley Forge King of Prussia and the solutions?

C. The Purpose and Benefits

The purpose and benefits of writing a final project titled "Counter and A'la Carte Breakfast Service by Waiter/ss at Provisions Kitchen and Cocktails in Sheraton Valley Forge King of Prussia" are as follows.

1. The Purpose

The purpose of writing this final project are:

- a. To describe the Counter and A'la Carte Breakfast Service by Waiter/ss at Provisions Kitchen and Cocktails in Sheraton Valley Forge King of Prussia.
- b. To explain the obstacles faced during Counter and A'la Carte Breakfast Service by Waiter/ss at Provisions Kitchen and Cocktails in Sheraton Valley Forge King of Prussia and the solutions.

2. The Benefits

The benefits of writing this final project include:

- a. Student
 - 1) To fulfill the requirements for completing the Diploma III in Hotel Operation, Tourism Department at the Politeknik Negeri Bali.

- 2) To obtain experiences in the field of food and beverage service, thereby gaining more competent skills and knowledge.
- 3) To understand the comparison between theories in campus and the hospitality industry.

b. Politeknik Negeri Bali

- 1) To be a reference in the Politeknik Negeri Bali library, which is expected to be used by readers to increase their knowledge in the field of Food and Beverage Service.
- 2) To measure students' ability to develop ideas through writing a final project and as a reference for students and lecturers in compiling textbooks on guest service procedures during breakfast by waiter/ss.

c. Sheraton Valley Forge King of Prussia

- 1) To serve as additional reference material for the hotel, which is useful in improving the quality of service to guests.
- 2) To take appropriate action based on the challenges faced during Counter and A'la Carte breakfast service.

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D. Method of Writing

1. Method of Collecting Data

To obtain comprehensive data on Counter and A'la Carte breakfast service, this study employed a combination of observation, interview, and literature review methods.

a. Observation

Observations were conducted to directly observe service processes and interactions between servers and guests in restaurants offering A'la Carte menus.

b. Interview

Data collection for this study was conducted through interviews. Several questions were posed to the one supervisor and one staff of Provisions Kitchen and Cocktails in Sheraton Valley Forge King of Prussia. The data was collected by recording the key points.

c. Literature Review

Literature review is a data collection technique conducted by studying various literature, journals, final project, and scientific reports related to this final project.

2. Method of Data Analysis and Presentation Result

Method of data analysis and presentation result used for this final project is descriptive qualitative that is explained or described information that writer got from interview, observation, and reading. It would explain about Counter and A'la Carte breakfast service regarding all information that writer got for 4 months internship.

CHAPTER V

CONCLUSION

A. Conclusion

Based on the description of the Counter and A'la Carte Breakfast Service by Waiter/SS at Provisions Kitchen and Cocktails in Sheraton Valley Forge King of Prussia, the author can conclude several steps in guest service by waiters/ss as follows:

1. Provisions Kitchen and Cocktails at Sheraton Valley Forge King of Prussia offers Counter and A'la Carte breakfast service. Waiter/ss play a crucial role in guest satisfaction, impacting loyalty and reputation. The breakfast service involves thorough preparations (personal appearance, mental, and emotional readiness, work area, equipment, operational setup).
2. The implementations process includes welcoming guests, presenting menus, taking orders, using a POS system, processing payments (room charge, voucher, card), and serving orders promptly and accurately, offering water, clearing plates, crumbing tables, and soliciting guest feedback to improve service quality and customer satisfaction.
3. The closing stage involves cashier duties, clearing and storing equipment and food, handling laundry and trash, refilling supplies using FIFO, turning off electronics, and conducting a final double check to ensure readiness for the next breakfast service. This comprehensive process ensures a smooth transition and maintains restaurant cleanliness and efficiency.

The author encountered three primary obstacles during observations at Provisions Kitchen and Cocktails.

B. Suggestion

The suggestions of the author can convey in relation to this observation are as follows:

1. Important parts of the guest bill/check can be marked with a highlighter so that guests pay more attention to the highlighted information, especially for payment details or information that needs to be filled in;
2. Holding comprehensive POS (Point of Sale) training for waiters/ss is very important to improve the quality of restaurant service so that it is always good and correct based on applicable SOPs;
3. Adding staff to support the effectiveness of restaurant operations is very necessary, especially during peak hours.

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