

## **CHAPTER 2**

### **PKL ACTIVITIES**

#### **2.1. The General Descriptions of Mahameru Restaurant**

Mahameru Restaurant is a restaurant that has 2 places that are located together in Surabaya. The first place located at Jl. Diponegoro No.152, Dr. Soetomo, Tegalsari District, South Surabaya Called Maharadja has an All You Can Eat restaurant concept. Similarly, the second restaurant branch is Grha Mahameru which is located at Jl. Raya Jemursari No.73-77, Wonocolo, South Surabaya. Having a multipurpose building concept, Grha Mahameru is a place that can be used for various small and large events such as weddings or engagements, graduations and reunions and other family events. Known as a Chinese restaurant, behind that, Grha Mahameru and Maharadja Restaurant serves a wide variety of Western food as well as Asian food that guests can order.

On the other hand, both have differences and similarities. Maharadja restaurant carries the concept of a luxurious traditional building, such as the lobby of Maharadja restaurant to the dining concept and ambience (See figure 1, 2, and 3). Maharadja restaurant offers a Western and Asian food menu that focuses on All You Can Eat package options such as quick lunch packages, standard packages, exclusive packages with different terms and menus, Maharadja also offers an ala carte menu for guests who want to eat non-all you can eat.



Figure 1. The lobby of Maharadja Restaurant



Figure 2 Dining concept



Figure 3 Dining ambience



Figure 4 Various events at Maharadja

Maharadja restaurant also has 2 VIP rooms with a total capacity of around 300-500 people. To be used for various events such as, meetings, gatherings, weddings, engagements, and for family events also reunions that provides smoking room (See figure 4).

Grha Mahameru also offers a variety of Western food and Asian food menus, with the concept of a traditional multi-purpose building start from the lobby of Grha Mahameru (See figure 5). The only difference is that Grha

Mahameru focuses on renting a multipurpose building that has more rooms than Maharadja.

The only difference is that Grha Mahameru focuses on renting a multipurpose building and has more rooms than Maharadja that to be used as an event venue with a large capacity of more than 1,000 people for events such as wedding event, meetings, birthdays, and others (See figure 6).



Figure 5 The lobby area of Grha Mahameru



Figure 6 Wedding event and meeting at Grha Mahameru

## 2.2. History of Mahameru Restaurant

Starting from the owner of Mahameru Restaurant is an individual business named Go Sudarto Yudi. Mahameru restaurant was opened precisely in 2009 which also coincided with the establishment of Grha Mahameru. Over time, Mahameru restaurant and Grha Mahameru grew rapidly by being known by many people as a Chinese food restaurant. Stepping on 2020, Mahameru restaurant and Grha Mahameru had experienced losses for about 2 years due to COVID-19.

In 2022, Mahameru restaurant officially change its name Maharadja. The owner of the restaurant changed the name also has its own intention where even though there is a similarity on the word of 'Maha' between Mahameru and Maharadja because it is believed by the owner that based on Chinese Feng Shui beliefs, there will be a profit connection with the old name.

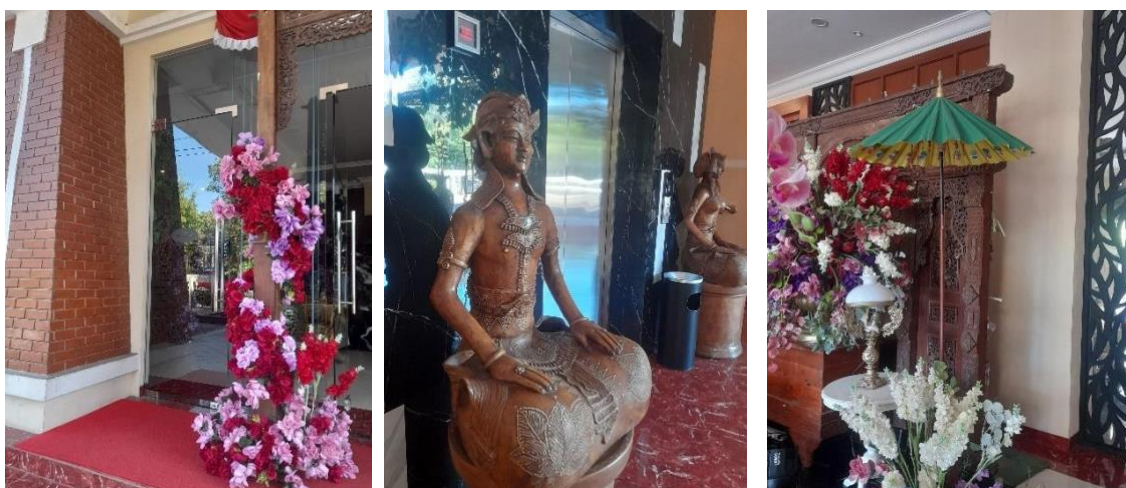


Figure 7 The building concept of Grha Mahameru

Grha Mahameru carries the building concept of multipurpose with a traditional Javanese building theme, such as a pair of Javanese bride statues on the left and right sides of the elevator giving the impression that the place is attached to the theme (See figure 7).



Figure 8 Multipurpose rooms of Grha Mahameru

There are five multipurpose rooms that have names related to the mountains in Indonesia, such as Semeru, Merbabu, Kerinci, Arjuna, and Rinjani. There is a Ballroom for large events with capacity of more than 500 people. The room with the name of the mountain was made because of the connection with one of the gifts of nature, namely the mountain has a high shape where with the name Mahameru it is proven and believed to be a restaurant business that still exists until the peak and still stands as its name (See figure 8).



Figure 9 Traditional ornaments in every corner

Every corner of the multipurpose room there are many framed batik “Mega Mendung” lined up on the wall also paintings of dancers and mask paintings that illustrate Grha Mahameru carries the theme of the archipelago (See figure 9). When entering Grha Mahameru, guests will be greeted by traditional light furniture with door designs as well (See figure 10).



Figure 10 Traditional furniture

Located on Jl. Raya Jemursari No.73-77, Wonocolo, South Surabaya. with contact number +6282132505151 or by fax (031) 998537882.

### 2.3. The Activities

In this report, the writer focuses on the introduction of food and beverage services terms, starting from the introduction of the various stages of table setting to guests handling in improving service quality through communication skills.

No	Date	Agenda	Duration	Output
1.	1 – 15 August 2023	Introductions to all staff and the owner of Grha Mahameru, an introduction to each room in Grha and shown all the rooms and the types of events that are often held as well as some job desk introductions as food and beverage service.	104hours	a) Get to know each of the multipurpose rooms, ballrooms, warehouses, and other rooms. As well as getting to know the buffet table setting and a la carte table setting.
2.	17 – 20 August 2023	Documenting several rooms, photos of table setting as well as the buffet table setting (See figure 12).	99 hours	a) Understood and started arranging some tableware in the right position and in the right order, polishing and getting to know about types of eating

				and drinking utensils with different uses. a) Getting know the history of Grha Mahameru.
3.	22 August – 30 August 2023	Get to know about buffet table preparation before the events starts and start handling the event with the food and beverage service team.	69 hours	a) Preparing chafing dishes, table settings according to guest’s requests, preparing food refills and free flow water for guests, and starting to build connections with guests with professional service. b) Asking feedback, review, and recommendations.
4.	01 September – 10 September 2023	More in-depth monitoring related to handling guests and events.	80 hours	a) Handled 2 events without supervision and direction from the food and beverage service team. b) Documented several event activities and communicated with guests regarding the



				assessment of the menu and service. c) Asking feedback, review, and recommendations.
5.	12 September – 18 September 2023	Get to know Chinese table manners (See figure 11).	64 hours	a) Understanding tableware arrangement, napkin folding, table concept arrangement. b) Full-service concept for guests and extra service for each guests' request. c) Asking feedback, review, and recommendations.
6.	19 September and 21 September 2023	Service to foreign guests	16 hours	a) Directing guests to the venue and establishing a connection by introducing some of the menus and events. b) Asking for feedback, review, and recommendations.
7.	22 September – 01	Feedback guest suggestions	71 hours	c) Received feedback regarding the

	Oktober 2023	and handle complaints also, documentation with FNBS staff (See figure 13).		assessment of staff services from response to fulfillment of responsibilities and a general assessment of the menu offered, food quality, work performance, and suggestions.
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Figure 11 Chinese table setting



Figure 12 Buffet table setting.



Figure 13 Documentation with FNBS team

## **2.4. The Problems**

### **2.4.1. Lack of Interaction with Foreign Guests**

Although the service from Grha Mahameru has provided good quality service, there are obstacles that occur such as the lack of interaction between foreign guests and staff who are still relatively less fluent in English.

Dodik as the food and beverage service team said that “if Grha Mahameru has foreigners who want to ask for help or just ask questions related to the type of menu, the staff will immediately seem to move away and call other staff who seem to understand enough in conversation to talk to the guest”.

Because of this, foreign guests have a significant impact on hospitality. Reviews and recommendations might suffer from a visit that is less enjoyable and relaxing due to a lack of interaction. Furthermore, how people connect with one another shapes attitudes and perceptions. Negative experiences with foreign visitors might result in misconceptions, preconceptions, or even other unfavorable opinions that lower the standard of guest service provided by staff.

### **2.4.1. Lack of Communication in Maintaining Guest Satisfaction**

As a restaurant that prioritizes building good communication with restaurant guests is key to providing a satisfying experience and building guest loyalty. Building communication is not enough without getting any feedback from guests.

Lack of communication with guests can have an impact on reduced quality in guest satisfaction that occurs at Grha Mahameru. As example that the

F&B service's main task is to serve guests with professionalism such as in terms of room, facilities, and food. Not only serving food and providing explanations related to the menu, but an F&B service is still interacted with each other to get responses to guest's requests or complaints which will become feedback in improving guest satisfaction and restaurant quality. This will have a mutually beneficial impact on both the guests, the staff, and the restaurant.

In this report, the writer will elaborate on how the role of communication can provide benefits for guests as well as benefits for staff and the restaurants.