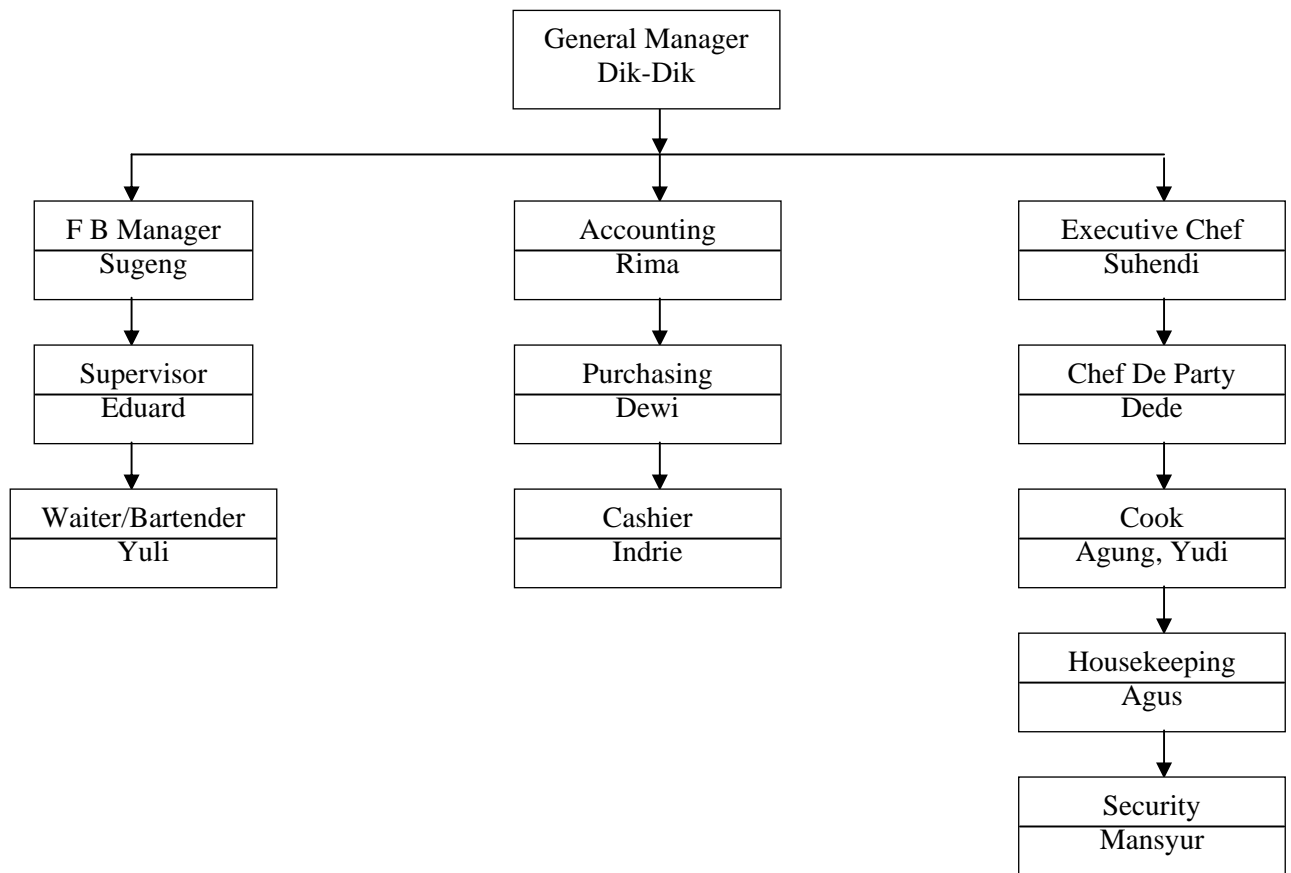


Language is a communication tool in everyday life. Language education is important in the workplace, especially English language, because English is an international language affecting every aspect of life. I chose an occupation as a waitress in a restaurant because I wanted to master English actively. Serving guests in a restaurant is not easy. A good English vocabulary and determination are needed to give explanation about various kinds of foods in the menu. I chose Gambrinus Restaurant as the place of apprenticeship because the apprenticeship schedule in the restaurant was very flexible and the method of applying English conversation was very active, creative, and innovative.

Gambrinus Restaurant was established on January 26<sup>th</sup>, 1997 at No. 59 Surya Sumantri Street, Bandung. The owners are Mr. Sharad, an Indian, and his Chinese wife, Mrs. Hawani. Gambrinus Restaurant is open every day from 11am till 12 midnight. It specializes in Indian, German, and other European food. This restaurant also provides Internet facilities by Melsa Hot Spot. Guests can enjoy billiards, both while waiting for their food and after enjoying the cuisine. The guests were Westerners, Indians, and Indonesians. Most of them were Indians. There is a live band from 9pm till 12 midnight every Friday and Saturday. Gambrinus Restaurant also serves BBQ All You Can Eat, with the price Rp75.000/person, which is held every Saturday. Gambrinus Restaurant is continuously up-to-date in the food and beverage business.

Below is the organizational structure at Gambrinus Restaurant



The relationship between all staff there was good. When I did my apprenticeship activities, I directly related to the supervisor, the service staffs, the cooks, and the cashier, but I was responsible to the supervisor. All staff there had good relationships with the guests.

I was involved in this apprenticeship programme from December 27<sup>th</sup>, 2006 to January 27<sup>th</sup>, 2007. I came on Wednesdays for a three-hour duration, on Fridays for a four-hour duration, and on Sundays for a five-hour duration. The qualifications for a waiter/waitress at Gambrinus Restaurant are: he/she has to be able to use English well, both orally and in writing, and he/she has to have a high level of initiative so he/she can serve the guests well.

The work routine which I did during the apprenticeship programme at Gambrinus Restaurant was: greeting the guests, offering the menus, preparing ashtrays, writing and repeating orders, submitting orders to the kitchen and the bar, setting cutleries, serving the food and drinks, clearing up and polishing cutleries, and billing.

There were some of my weaknesses when I served guests. While serving the guests, I was still clumsy and I could not explain using English fluently about all items in the menu, especially to guests who asked about the differences between some of the items of food in more detail.

From this apprenticeship programme, I learned about serving system in a restaurant. Besides, I learned some words which I had rarely used in campus but were frequently used in the restaurant, such as “smoked”, “roasted”, “fried”, and “baked”. I also learned how to co-operate with other people and I became confident speaking with the guests.

While serving the guests at Gambrinus Restaurant, I used four aspects in using English. The English skills I applied most were speaking and writing. I applied speaking skill when I greeted the guests, explained the menu, repeated orders by the guests, and had conversation with the guests. I applied writing skill when I wrote orders which were made by the guests. Listening skill was applied when I listened to the guests’ orders. Reading skill was applied when I explained menus to the guests. The lectures in DIII Programme for English which supported my apprenticeship activities most were Listening for social Interaction, Conversation for Social\_Interaction, and Vocabulary for Social Interaction.

According to the apprenticeship supervisor, the English skills I applied at Gambrinus Restaurant were fairly good and satisfying. He said that I was good in following the rules, that I had very good discipline, initiative in approaching customers and asking questions for clarification to the supervisor,

honesty, loyalty, and a good attitude, and he was happy that I performed my tasks on time. However, my time in the restaurant was too short for him.

From all of these apprenticeship programme activities, I can conclude that this programme is very advantageous for university students so that they can directly relate with the workplace by having experiences in their workfield before they work.

For DIII Programme for English, this apprenticeship programme is very useful because it gives experiences to university students before they go into the workplace and it also gives more insight in working, but I suggest that words which are used for the hotel, the restaurant, and the bar be added in the “Vocabulary for Social Interaction” subject in DIII Programme for English.

For Gambrinus Restaurant, I suggest that all staff there use English more often with the guests, that the restaurant attaches the names of each picture in the menu, that they remake the menu lists so they are clearer, and that they give brighter lamps in the restaurant and the bar so the guests can read well.