

CHAPTER I

INTRODUCTION

A. Background of the Study

In this term paper, I would like to contribute some ideas in creating a good working situation at Gambrinus Restaurant. This study is based on my personal experience when I did my apprenticeship in Gambrinus Restaurant. I have got some information about the situation and condition in Gambrinus Restaurant, on which I will base my analysis about improving the relationship between the senior waitress and the apprentice. One of the ways to create a good working situation is by adaptation. In the article Employment, Disability, and Adapting to Change it is said that, “the employee can continue working with an adaptation to the workplace or equipment and changes to the work practice and conditions of the employee” (par.8). Adaptation is important at work because in a workplace, one will find different situations and people.

I work in Gambrinus as an apprentice together with some other students from D-III English Programme. A good working situation can be the motivation for the apprentice to work and learn about how to serve the

customers well in the restaurant. It can also make the apprentice feel comfortable with the work and thus, they become more excited to work there. Besides, the supervisor should give more understanding about the work and the situation by training the people who do the apprenticeship there so that they can adapt with the work and other waitresses more easily and the apprentice will not be confused with the situation.

Beside the work, there are also some difficulties in cooperating and communicating with other waitresses, for instance I cannot cooperate with other waitresses in doing the work and the waitresses is too individual so that it is difficult for me to communicate with them. To create a good working situation, the senior waitress and the apprentice should work together well. The senior waitresses should be nice to the apprentice and willing to give insight about the work in the restaurant.

B. Identification of the Problem

During my apprenticeship at Gambrinus Restaurant, I find some problems that are interesting to be discussed. One of the problems that I want to discuss is the difficulty to adapt at work. There are two points of my problems that I am going to discuss in this term paper:

- What are the causes and effects of the difficulties faced by the apprentice in adapting at Gambrinus Restaurant?
- How should the difficulties be handled tactfully?

C. Objectives and Benefits of the Study

The objectives of this study are:

- To find the causes and effects of the apprentice's difficulties to adapt with the work and senior colleagues in Gambrinus Restaurant.
- To find suitable ways to create a good relationship among the waitresses and the apprentice so that they can cooperate well in the work.

The benefits of this study are:

- For Gambrinus Restaurant:
To know how create a nice working condition for the waitresses.
- For readers:
I also hope that this term paper will be useful for the students who will do their apprenticeship and the readers can get some information about work situation at Gambrinus Restaurant.
- For me:
I hope that this term paper can improve my English skills and my knowledge. Furthermore, this term paper can help me to think logically in solving problems, especially those related to interpersonal skills.

D. Description of the Institution

Gambrinus Restaurant was established in 1988 by Ulrich Netidenthal.

The name of Gambrinus was taken from German language which means

the king of beer. At first, Gambrinus Restaurant was located on Jalan Sindang Sirna Bandung. When it was opened, Gambrinus only served guest who were the friends of the owner. Nevertheless, after the owner realized that there was an opportunity to introduce the restaurant to other people, he opened the restaurant for public.

In 1997, Gambrinus Restaurant moved to Jl. Drg. Suria Sumantri 59 Bandung, the current location. Gambrinus Restaurant changed the name into Gambrinus Restaurant and Curry Kitchen because Gambrinus Restaurant at the moment does not only serve German Food but also Indian Food.

Besides, Gambrinus also provides menu A'la Carte and Buffet All You Can Eat every Saturday. Now, Gambrinus is completed with a bar and internet facility, so that if customers feel bored, customers can come to the bar or if the customers want to go online, customers can use this facility for free.

In 2003, Gambrinus Restaurant opened a new branch at Preanger Hotel. Unfortunately, the branch's sales decreased. As a result, the branch closed in 2004 and the owner finally decided to operate only one restaurant.

E. Limitation of the Study

The problem stated in this term paper is taken from my experience when I did my apprenticeship at Gambrinus Restaurant. Observation had been made since my first day until the end of my apprenticeship there,

lasting for one month. From my experience when I did my apprenticeship in Gambrinus Restaurant, I could identify some problems. The problem is about the difficulty to adapt at work.

The problems will be discussed by using the cause and effect approach. The first step is to find out the causes of the problem and then the effects. The final step is to find the best solution to solve the problem, which is to create a good working situation at Gambrinus Restaurant.

I do some library research to support the points that I will analyze. The theories are taken from textbooks, my apprenticeship journal and Internet sources.

F. Organization of the Term Paper

This term paper starts with the Abstract, a concise summary of the entire paper in Indonesian and Declaration of Originality. The Abstract is followed by the Acknowledgements, in which I acknowledge the work and contributions of others. After that, there is a Table of Contents, then the four chapters:

Chapter I is the Introduction

Chapter II deals with the problem analysis

Chapter III contains of the potential solutions to the problems

Chapter IV is the Conclusion

In the last part, I present the Bibliography and the Appendices.