

Food is one of the primary needs of human beings, therefore it is not difficult to notice that nowadays more and more new restaurants are opened almost everywhere in Bandung. Most of the customers coming to the restaurant are Indonesian. Besides providing food, restaurants have also become places where people meet to build social or business relationships.

Analyzing this situation, restaurant owners are now utilizing various strategies connected with the updated trend to maximize their profit. Mainly for this reason, I decide to take a part-time job at *Gambrinus Restaurant & Curry Kitchen* one of the finest restaurants in Bandung, which is visited by many foreign guests. In addition, *Gambrinus* is constantly making innovative steps to maintain a high level of satisfaction from their consumers.

The name *Gambrinus* originates from a famous beer brand in Germany. This restaurant was located at Sindang Sirna Street in 1988 before they moved to Drg. Suria Sumantri Street no.59. This restaurant provides two main menus, namely European cuisines, especially German, and Indian food. Those menus are served in *ala carte* and *buffet style*. There are also special packages such as *Student Package* and *Happy Hour Menu*, A range of interesting facilities are offered to the guests, including free internet connections with a comfortable place for browsing and chatting plus live music at certain times, usually on the weekend.

People who want to work at *Gambrinus* must meet some requirements from the Human Resources Department, which are:

- Below the age of 30.

- Have proficiency in English.
- Willing to work hard.
- Willing to maintain good discipline throughout their work hours.
- Familiar with tools and utensils that will support their work like computer, shaker, mixer, etc.

I do the apprenticeship from the middle of January until the end of February 2007. I work from 5 p.m. until 11 p.m. every day. As a part-time staff at *Gambrinus*, my main job is handling the guests from their arrival until they leave. The descriptions of handling the guest are as follows: greeting and welcoming the guests, escorting them to their seats, presenting the menu, taking the order, giving preference if necessary, sending the order to the kitchen, bringing and serving the order, giving the bill, and finally thanking them and leading them out. In addition, I also do the routine work such as cleaning all the dining tools: spoons, forks, knives, plates, bowls, bar, bottle display etc., preparing mixer and ice at the bar, polishing certain hardware and mopping the floors. The work domination is:

- Welcoming the guests
- Handling the guests
- Preparing before opening the restaurant each afternoon
- Thanking and leading the guests out.

When doing the job, I use four skills in English which are Speaking, Listening, Reading, and Writing. I converse much to the foreign guests in English, so my Speaking skill is definitely the most used. Next to this, Listening skill is used when I take the order and when there are some particular requests made by the guests. After that, Reading and Writing are used only to read and write the menu.

During my apprenticeship, I notice some subjects at D-3 English Programmed that I have taken are particularly helpful. Those subjects are: CCU (Cross Cultural Understanding), Speaking for Everyday Survival, Tourism and Vocabulary for business. For example, the Cross Cultural Understanding subjects help me to understand more about Table Manners. It provides the guidelines of how to arrange things on the table and how to serve guest. Tourism subject teaches me the diction of words I use when servicing the guests. As for speaking, it enhances my capability to converse English fluently and vocabulary enriches me with many words that ease my communication and interaction with the guests in Gambrinus.

Having worked at *Gambrinus* for about a month, I eventually realized that I have a lot of weaknesses and limitations in using English as the main language. Based on the Supervisor at *Gambrinus Restaurant and Curry Kitchen*, my utmost problem is the shallowness of my English vocabulary. It creates certain problems when communicating with the foreign guests. Fortunately, it can gradually be overcome after a while. Beside this weakness, the supervisor tells me that the strong aspect from me is my speaking skill when handling the guest.

After I finish the apprenticeship program in *Gambrinus*, I improve in my vocabulary. I now a lot of new vocabularies and expressions in English which are used in restaurants, for example, the expression used for welcoming guests and suggesting what they could order. I am also better in speaking in English since I know how to create a warm atmosphere with the guests and how to interact without making them feel uncomfortable. Moreover, I have the knowledge of Table Manners in Europe as well as in India. On top of that, interacting with many people from diverse backgrounds gives me valuable experiences and cross cultural understanding.

Finally, I want to express some suggestions to *Gambrinus* management in order to improve their overall service. These suggestions are made after I have finished the apprenticeship and gained enough experiences there. First, more special themes should be launched more frequently. The themes which can be utilized are Valentine, Halloween, Ladies' Nite, New Year's Eve, and so on. *Gambrinus* should design a particular event connected to the themes to attract more consumers to come. Unique decoration setting, the party dress' code, and the selected guest stars can really boost the events.

Second, the outlook of the menu list can be improved. By large, the menu list is the first impression which all guests will see before ordering the foods or beverages. With the appealing, unique, and creative design, the menu list can speak loudly for the restaurant. Of course, it has to be balanced with the quality of the food itself. Finally, I want to add a suggestion for D-III English Programme to add more apprenticeship places to make choosing an apprenticeship place easier.