

The Apprenticeship Report at Gambrinus Restaurant

Naturally, people are given the capability by God in communicating with each other. In the communication they can use many languages, such as Indonesian, English, German and many others. As English is an international language which is very important, so I am interested to learn more about English.

The reason why I choose my apprenticeship at Gambrinus Restaurant as a waitress and PR is based on my point of view that this job will give me a huge opportunity to interact with the foreign guests directly.

Gambrinus is a restaurant in Bandung which is located at Drg. Surya Sumantri no. 59. Gambrinus Restaurant is the first restaurant which serves distinctive menu such as German, European and Indian foods. Gambrinus Restaurant also has a bar or pub which serves many kinds of drinks, such as cocktail or mocktail.

During the apprenticeship I work as a waitress and PR at Gambrinus Restaurant. To be a waitress there the qualification that I need is mastering the four English skills passively and actively. The four skills are writing, reading, listening and speaking. Besides, I have to be friendly, pro-active and full of initiative in serving the customers. Moreover, I must be good looking, neat and decent.

Before I start my work, as a waitress I have to do some preparations in the restaurant or sometimes in the bar (depending on the schedule). Afterwards,

all service staff gather together for briefing for about 15 minutes. My main job as a waitress is greeting the customers and taking orders. As the customers are waiting for the food or drink which they have ordered, I have to act as a PR. In this case, I must chat with the customers in order not to make them feel bored while they are waiting and I must also lay the table. After I have finished my job for the day, I have to write all I have done in the Log Book.

The apprenticeship opportunity which is given by DIII English Program is very beneficial for me to maximize my potency in being a waitress and a PR at Gambrinus Restaurant. I started my apprenticeship on 1 December 2007 until 1 March 2007 as a waitress and PR. I had to work from Monday to Saturday. From Monday to Wednesday I worked at the Restaurant. On Thursday I worked for 4 pm to 12 pm and on Tuesday and Wednesday I worked for 10 am to 5.30 pm. From Thursday to Saturday I worked at the Bar from 4 pm to 12 pm.

During the apprenticeship period, I apply the four English skills in doing the job. The skills used are speaking, writing, listening and reading. These skills are very important in supporting my apprenticeship at Gambrinus Restaurant.

a. Speaking

Speaking is one of the skills which are used very often. I have to speak English with the customers almost on every occasion. At the time the customers enter the restaurant I have to greet them in English. When I take order I have to speak with them in English too. This condition is very useful for me to improve my conversation skills.

b. Listening

Listening is the skills which I use in listening to what the guests say including taking order or just having a chat.

c. Writing

This skill is mostly used when I write down the customers' orders. It means that I have to write the orders accurately because all the menu and the details are written in English.

d. Reading

Reading is the skill which I use when I read the customers' orders. It means I have to read using good pronunciation in order to make the guest understand what I say.

Generally it can be said that the four English skills are always used during the period of my apprenticeship at Gambrinus Restaurant. Consequently, these skills are very beneficial for me in improving my English proficiency.

Besides, I have strengths and weaknesses when I did my apprenticeship at Gambrinus Restaurant. My strengths are I am a friendly, hard working person and these have supported me in working in a team. Whereas my weaknesses are in grammar and vocabulary. Moreover, I feel nervous and less confident if I have to face the foreign customers. Beside that, I also have a problem in time management. As I do my task at Gambrinus Restaurant, I must have a good time management in arranging my academic schedule and my apprenticeship.

Finally, I have some suggestions for Gambrinus Restaurant and DIII English Program. Firstly I suggest that Gambrinus Restaurant will improve the promotion and marketing, because recently most foreign customers have returned to their countries,

so the number of customers who come to Gambrinus Restaurant has decreased drastically. Secondly, my suggestion for DIII English Program is it is advisable for the DIII English Program to give more knowledge and some briefings before the participants do the apprenticeship, so that they will not feel confused when they are asked to write the apprenticeship report.