

APPRENTICESHIP REPORT AT HYATT REGENCY HOTEL BANDUNG

As we know, the problem that Indonesia has faced for almost 10 years is monetary crisis. There are so many effects of the monetary crisis, for example so many businesses have become bankrupt and collapsed. However, tourism industry is one of the businesses which still endure as many foreign tourists still come to visit Indonesia. Because of that reason, we must try to maintain the tourism industry especially in serving the foreign tourists. In this case, English language is important as it has an important role in communicating with the foreign tourists.

Therefore, tourism sector especially hotel sector needs human resource who understands English. This is one reason why it challenges me to work in hotel industry where I can apply my English skills. Another reason, I also want to know and experience working in hotel industry and try to increase my knowledge about hotel industry.

Founded in 1957 by Mr. Hyatt Vohn Dohn, Hyatt hotel started its operation from a small hotel near the airport of Los Angeles. Since then, Hyatt has been growing successfully. Hyatt has over 41 hotels all over the world including in Indonesia. Its global success proves that this hotel has a good International standard. Based on this success, I feel confident to do my apprenticeship for 3 months in this hotel.

The position that I hold is as a waiter in Food and Beverage Department specifically in Banquet Division where I should be active in using English language. Food and Beverage Department has a vital function in hotel industry to

produce and serve the food and beverage. Being a waiter, on the other hand, means he or she must have a good communication skills and the ability of giving a good service in order to make the guests feel comfortable and relaxed. This also goes when serving foreign tourists. If a waiter cannot speak English, he or she will not make the guests feel comfortable; moreover it will give a bad image for the hotel.

During my apprenticeship, I am placed on the afternoon shift, from 3 pm until 11 pm. There is a routine that I should do. There are two steps to follow in order to complete my tasks in one day: the first step that I should do is to check all of the completeness of the Food and Beverage equipment that is already prepared by the morning shift, and the second, I should also help the senior employee to set-up the room that is going to be used for an upcoming event, such as a wedding party. When there is no event, I am transferred to a couple of outlets that need help from the waiters. Outlets here mean two of the hotels restaurants, namely Swarga Loka the Garden Restaurant and Cha Yuen Chinese Restaurant. The dominant work that I do in Hyatt Regency Hotel Bandung is preparing and setting-up the equipment, for example polishing the water goblets that are going to be used in an event

In doing my apprenticeship, I mainly apply two English skills. The English skills that I use are 50 % speaking and 50 % listening. Speaking skill is used when I have to serve the foreign guests and take their orders. Listening skill is used when I have to listen carefully to the foreign guests' orders, so there will be no mistakes.

There are two subjects which are very helpful in my apprenticeship. They are Vocabulary that helps me to be familiar with the Food and Beverage equipment and English for Tourism which teaches me about English usage in

hotel industry, for instance how to greet the guests politely and the procedures of serving the guests.

From the apprenticeship program that I have done for 3 months, I experience some improvements. I can give good service to the guests and also improve my communication skills in English. For example, the first time I met the foreign guests, I was not very confident in communicating with them. But then my apprenticeship trains me to become braver when I have to communicate with the foreign guests. Moreover, I also learn about the technical terms used in Food and Beverage Department, for example “Table d’hote”, “Elaborate”, “Crumbing”. “Table d’hote” means serving a complete meal which offers a certain number of choices of food served at fixed prices. “Elaborate” means setting up the complete cutlery that is going to be used while the guests are eating the Table d’hote menu. “Crumbing” is an activity to clean the crumb on the table after the guests have finished eating the maincourse. Besides, I know more how to differentiate the types of glasses, spoons and forks.

Beside the improvements that I have got, I have a few strengths that are very helpful for me when doing the apprenticeship in Hyatt Regency Bandung. I am able to communicate in English fairly. For example when I meet the foreign guests I can understand what the guests mean and they can understand my response as well. Besides, I have the ability of adapting quickly with the staff of Hyatt Regency Hotel Bandung. Moreover, because I have studied Vocabulary, I have no difficulty in understanding the equipment used in Food and Beverage Department, such as butter knife, bread and butter plate and saucer.

However, as a human being, I am also aware of some weaknesses in using English during the apprenticeship. I still lack in the pronunciation when explaining the menu and sometimes I still misunderstand what the foreign guests really mean. Moreover, sometimes I still do my work in a rush, so as the

consequence, the result is not perfect. Moreover, there are times when I underestimate and also delay doing the small things, such as punctuality.

Nevertheless, from my apprenticeship, I conclude that working in teamwork is better than working alone as the result will be better as well. Moreover, this apprenticeship program is very useful for me. It has enabled me to practice my English skills that I have learned in the D-III English Programme, besides it has given me a lot of experience that will be very useful for me in the future.

Finally, I have some suggestions for Hyatt Regency Hotel Bandung and D-III English Networking. For Hyatt Regency Hotel Bandung, it is important to keep improving the quality of its human resources. It is because sometimes the staff still does not work appropriately according to the standard operational procedure. It also would be good if Hyatt Regency Hotel Bandung could do a regular meeting with the trainee at the end of the week to monitor the in-progress during their apprenticeship. Moreover, for the D-3 English Networking, please provide more places for the apprenticeship program, especially hotels, so the students will have more and more options to choose.