APPENDIX A.
FLOWCHART

Causes:
1. I did not have relevant hospitality skills as a hotel staff
2. I did not have any experience working in any restaurant or hotel at all
3. I did not know well about the menu in the restaurant

Problem:
I had difficulties in escorting and serving the guests as an outlet server in Purnawarman Restaurant at Hilton Hotel Bandung

Effects:
1. I could not give satisfactory service to the guests
2. I often disturb my coworkers by asking for help from them
3. I did not have self confidence in dealing with the guests.

Potential Positive Effects:
1. I will be able to answer the questions from the guests about food and beverages.
2. I will serve the guests well by improving the relationship with the guests

Potential Solution 1
I will learn the names of food and beverages listed in the menu at Purnawarman Restaurant.

Potential Negative Effects:
1. I need extra time to read the menu.

Potential Positive Effects:
1. I will learn new skills and get more understanding about food and beverage
2. I will give the answer of the questions from the guests

Potential Solution 2
I will ask my mentor when I have difficulties in dealing with the guests and doing my job.

Potential Negative Effects:
1. I might disturb my mentor
2. There might be misunderstanding between my mentor and I

Potential Positive Effects:
1. I will learn more information about how to escort guests
2. I will be confident to give better service to the guests

Potential Solution 3
I should read books and articles about hospitality when I am not working

Potential Negative Effects:
1. I need extra time to read the books

Chosen Solution
Potential Solution 1, 2, 3
APPENDIX B

List Of Menu At Purnawarman Restaurant
POACHED SALMON - Rp. 57
Poached salmon served with spicy mango salsa
Sauté salmon daisyukam dengan satea mangga
Kcal 284, Sodium 353, Protein 29, Fat 25, Carb 7, Chol 90, Fibre 1

CRAB AND GRAPEFRUIT SALAD - Rp. 61
Fresh crab with iceberg lettuce, grapefruit jelly, avocado and grapefruit vinaigrette
Salada atus daisyukam dengan kastrip, bawal, alpukat dan saus vinaigrette

SPICY THAI BEEF SALAD - Rp. 82
Spicy beef salad with Thai Sauce
Salada sapi pedes ala Thailand
Kcal 397, Sodium 334, Protein 30, Fat 31, Carb 3, Chol 102, Fibre 1

HILTON CEASAR SALAD - Rp. 81
Romaine lettuce, croutons, shaved parmesan cheese and grilled shrimp
Salada Romaine, croutons, parmesan saus, udang bakar

MEDITERRANEAN CHICKEN SALAD - Rp. 49
Tossed mixed greens, mushroom, avocado with olive oil and chicken
Salada campur dengan, jamur, alpukat, sayur dan minyak zaitun
Kcal 190, Sodium 7, Protein 17, Fat 7, Carb 6, Chol 0, Fibre 1

LOTTE BANDUNG - Rp. 45
Steamed chili chicken served with peanut sauce
Salad tradisional Bandung daisyukam dengan saus kacang

CREAMY MUSHROOM CAPPUCINO - Rp. 47
Creamy mushroom soup served with croutons
Sup jamur daisyukam dengan croutons

CLEAR SEAFOOD BROTH - Rp. 51
A rich selection of fresh seafood in a hearty broth with tomatoes, celery and lemon zest served with garlic bread
Sup dengan tomat, seladon dan kuwit lemon

ITALIAN TOMATO SOUP - Rp. 48
Italian tomato soup served with croutons
Sup tomat Italia daisyukam dengan croutons

SOTO BANDUNG - Rp. 48
Clear soup with braised beef, soy sauce and turmeric
Soto daging sapi dengan kacang kedelai dan laos

SOTO AYAM - Rp. 48
Clear soup served with noodle gass, chicken and egg
Soto ayam daisyukam dengan sayur dan telur rebus

LINGUINI COTTAGE - Rp. 73
Linguine pasta tossed with garlic, lemon and thyme mushroom
Linguine saus tomat butut saj

SPAGHETTI BOLOGNAISE - Rp. 73
Spaghetti with rich minced beef bolognese, tomato and shaved parmesan cheese
Spagheti saus daging sapi "bolognese", tomat dan keju parmesan serut

FETTUCCINI WITH GREEN LIPPED MUSSELS - Rp. 73
Fettuccini served with green lipped mussels, in a cream and white wine sauce
Pasta fetuccini daisyukam dengan kerang hijau, krim, anggur putih
GRILLED SALMON  – Rp. 169
Grilled salmon served with capacitor butter sauce

FISH & CHIPS  – Rp. 97
Deep fried fish with fish sauce mixed flour served with ter-tar sauce

Choices of potato-er rice
Potato Gratin, French Fries, Roasted Potato or Pile Rice

INDONESIAN & ASIAN FLAVORS

SOP BUNTUT  – Rp. 81
Spiced oxtail broth with mixed vegetable
Sup buntut sapi bumbu dengan sayuran

NASI BAKAR PURNAMADHANA  – Rp. 65
Grilled rice with salty fish, smock and spices wrapped in banana leaves served with beef/bean/tempe
Nasi bakar pindas, semok, rempah daging dengan empel, kebu, tempe

NASI GORENG NUSANTARA  – Rp. 65
Indonesian fried rice served with fried chicken, grilled prawns, fried egg
Nasi goreng Indonesia dijasikan dengan ayam goreng, udang bakar, telur

KUE GORENG JAWA  – Rp. 65
Traditional java fried noodle served with pickles and melinyo cracker
Kue goreng dijasikan dengan atar dan cemilan

PENANG ISA  – Rp. 63
Spicy beef ribs braised with local herbs served with steamed rice
Usa sapi dimasak dengan rempah dan pedas dijasikan dengan nasi putih

SATE AYAM  – Rp. 75
Marinated chicken skewer with Indonesian spices served with rice cake
Sate ayam dijasikan dengan lontong dan seiu lading

SARI LAUT BAKAR DARI-DABU  – Rp. 77
Mixed grilled seafood accompanied with steamed rice & dahu-dahu sauce
Sate seafood saus dahu-dahu dijasikan dengan nasi putih

PAD THAI  – Rp. 81
Stir fried spicy Thai rice noodle
Ketupat goreng pedas ala thai

CHICKEN GREEN CURRY  – Rp. 68
Spicy Thai chicken curry served with steamed rice
Kari ayam Thailand dijasikan dengan nasi putih

LAMB HOUSAKA  – Rp. 77
Grilled eggplant layered with spiced lamb and rich béchamel sauce
Terong tapas ala makan lamb dengan nagu bechamel

BEEF BULGOGI  – Rp. 77
Grilled beef in Korean bbq sauce served with Japanese rice
Daging sapal basedikyo Korea dijasikan dengan nasi Jepang

CHICKEN TRADYAK  – Rp. 68
Grilled Chicken served with teriyaki sauce & Japanese rice
Ayam panggang ala teriyaki dengan nasi Jepang

LAKSA  – Rp. 83
Chicken laksa with bee hon and egg served with steam rice
Laska ayam dengan bihun dan telur dijasikan dengan nasi putih

SAPE LADA RITAM  – Rp. 77
Stir fried beef black pepper served with steam rice
Masak sapi lada hitam dijasikan dengan nasi putih

UDANG GORENG TELUR ASIH  – Rp. 79
Stir fried shrimp with salted egg served with steamed rice
Masak udang dengan telur asin dijasikan dengan nasi putih

Vegetarian  Indian Halalway Options

Should you have any allergies or require further information, please inform your server.