

DAFTAR ISI

	Halaman
Kata Pengantar	i
Daftar Isi	iii
BAB I PENDAHULUAN	1
1.1 Latar Belakang	1
1.2 Tujuan Praktik Kerja Lapangan	3
1.3 Manfaat Praktik Kerja Lapangan	3
1.4 Rencana Kegiatan Praktik Kerja Lapangan	4
BAB II HASIL PELAKSANAAN PRAKTIK KERJA LAPANGAN	7
2.1 Deskripsi Hasil Praktik Kerja Lapangan	7
2.1.1. Gambaran Umum Hotel Santika Premiere Gubeng Surabaya	7
2.1.2. Sejarah Singkat Hotel Santika Premiere Gubeng Surabaya	9
2.1.3. Visi dan Misi Hotel Santika Premiere Gubeng Surabaya .	13
2.1.4. Lokasi Hotel Santika Premiere Gubeng Surabaya	13
2.1.5. Fasilitas Hotel Santika Premiere Gubeng Surabaya	14
2.1.6. Struktur Organisasi Hotel	23
2.2. Pembahasan	30
2.2.1. Definisi Food and Beverage Department	30
2.2.2. Struktur Organisasi Food and Beverage Service	32

2.2.3. Definisi Restaurant	37
2.2.4. Jenis Restaurant	37
2.2.5. Pengertian Pelayanan	41
2.2.6. Teknik Pelayanan dan Prosedur	41
2.2.7. Jenis-Jenis Menu	46
2.2.8. Standart Prosedur Keluar Masuk Equipment	51
BAB III PENUTUP	53
3.1 Kesimpulan.....	53
3.2 Saran.....	53

DAFTAR PUSTAKA

LAMPIRAN

DAFTAR GAMBAR

	Halaman
Gambar 2.1 Hotel Santika Premiere Gubeng Surabaya	7
Gambar 2.2 Deluxe Executive King Room	12
Gambar 2.3 Deluxe Executive Twin Room	13
Gambar 2.4 Premiere Room	13
Gambar 2.5 Junior Suite Room	14
Gambar 2.6 Lobby Hotel Santika Premiere Gubeng Surabaya.....	15
Gambar 2.7 Lobby Lounge	15
Gambar 2.8 Travellodge Restaurant.....	16
Gambar 2.9 Grand Ballroom Premiere.....	17
Gambar 2.10 Airlangga Meeting Room.....	17
Gambar 2.11 Sriwijaya Meeting Room.....	18
Gambar 2.12 Struktur Organisasi Hotel Santika Premiere Gubeng Surabaya	21
Gambar 2.13 Struktur Organisasi Food and Beverage.....	29
Gambar 2.14 Alur Prosedur peminjaman equipment.....	49

DAFTAR TABEL

	Halaman
Tabel 1.4 Tabel Perencanaan Praktik Kerja Lapangan	3
Tabel 2.1 Tabel Type of Room	19

DAFTAR LAMPIRAN

- Lampiran 1 Table Manner
- Lampiran 2 Sertifikat PPKMB
- Lampiran 3 Sertifikat Praktek Kerja Lapangan
- Lampiran 4 Sertifikat Nilai Praktek Kerja Lapangan
- Lampiran 5 Banquet Event Order