

**ENGLISH BENEFIT FOR FOOD AND BEVERAGE
SERVICE EMPLOYEES AT OPI INDAH HOTEL PALEMBANG**

Novita Sari, M.Pd¹, Nurlista Iryanti, M.Pd², Hidayatul Fitri, M.Pd³
Akademi Bahasa Asing Bina Insan Indonesia¹
Corresponding email: listafawdh@gmail.com

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ABSTRACT

The research is about English benefit for food and beverage service employees at OPI Indah Hotel Palembang. English is an international language, as an employee of food and beverage service, we need to know English to get benefit in servicing. The point of the research is English benefit for food and beverage service employees at OPI Indah Hotel Palembang. The purpose of this research is to know the benefit of English for food and beverage service employees at OPI Indah Hotel Palembang. The researchers used a descriptive qualitative method because there in the form of words written or spoken from the sources and observed behavior and is not intended to test hypotheses or testing the relationship among variables. In conclusion, success of hotel operations is depend on staff quality. Finally the researchers found the result and conclusion that gave a very much benefit for the writers themselves and the readers. OPI Indah Hotel Palembang should be always upgrading English skill for food and beverage service employees.

Penelitian ini tentang manfaat bahasa Inggris bagi karyawan layanan makanan dan minuman di OPI Indah Hotel Palembang. Bahasa Inggris merupakan bahasa internasional, sebagai pegawai food and beverage service kita perlu mengetahui bahasa Inggris untuk mendapatkan keuntungan dalam pelayanan. Inti dari penelitian ini adalah manfaat Bahasa Inggris bagi karyawan food and beverage service di OPI Indah Hotel Palembang. Tujuan dari penelitian ini adalah untuk mengetahui manfaat bahasa Inggris bagi karyawan food and beverage service di OPI Indah Hotel Palembang. Penulis menggunakan metode deskriptif kualitatif karena berupa kata-kata tertulis atau lisan dari sumber dan perilaku yang diamati dan tidak dimaksudkan untuk menguji hipotesis atau menguji hubungan antar variabel. Kesimpulannya, keberhasilan operasional hotel bergantung pada kualitas staf. Akhirnya penulis menemukan hasil dan kesimpulan yang memberikan manfaat yang sangat besar bagi penulis sendiri dan pembaca. OPI Indah Hotel Palembang hendaknya selalu meningkatkan kemampuan bahasa Inggris bagi karyawan dalam layanan makanan dan minuman.

Introduction

The world of tourism is currently growing rapidly and increasing in various parts of the world, one of which is tourism in Indonesia. Tourism in Indonesia has become one of

the important sectors in various fields of life such as economies, social and culture. In accordance with the times and the development of human thinking. The Indonesian nation as one of the developing countries in supporting tourism requires adequate facilities and infrastructure including hotels. Hotel is a form of accommodation that uses part or all of the commercially managed buildings that are provided to people who need them to get lodging, eating and drinking services and other services for the public so that many visitors want to use the facilities contained in the hotel. Hospitality is a business sector that is developing with the advancement of the tourism sector. The demands of travelers who want to get accommodation on demand encourage hotel business to continue to expand.

Hotel is considered as one of the people's desires that must be fulfilled, because the hotel is a place to get protection and comfort while traveling far away (Bagyono, 2016: 1). According to the Decree of the Minister of Tourism, Post and Telecommunications No. KM 37/ PW-340 / MPT-86 states that hotel is a type of accommodation that uses part or all of the buildings to provide lodging, food and drink services and other services for the public that are managed commercially expressed by Perwani (2001), regarding departments in hotel, namely food & beverage product department, marketing department, finance department, personnel department, training department, front office department, housekeeping department, laundry department, engineering and maintenance department, and security department. The food and beverage department in a hotel as a field that is in charge of handling food and beverage needs.

According to Soekresno and Pendit (1998) mentioning that a Food and Beverage Department is part of a hotel that takes care and is responsible for Food and Beverage Service needs and other related needs, from guests who live and who do not live in the hotel and are managed commercial and professional. The Food and Beverage department is a department that is absolutely necessary in Hotel in the provision, service of Food and Beverage in carrying out their duties the food and beverage department is divided into two parts that are interdependent and must work together. The two parts are front service, which is directly related to guests, consisting of bars, restaurants, banquets and room service. While the back of the Food and beverage (back service) is a part that is not directly related to guests because they have to go through an intermediary waiter, consisting of a kitchen, stewarding. The food and beverage is often referred to as food and beverage service, for the back of food and beverage called food and beverage products. Food and beverage Services required to provide good service to guests, especially in terms of serving food and drinks. That's why the researcher interested to conduct this research.

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Method

The methodology of this research is used descriptive qualitative research. The population of this research is the employees of Opi Indah Hotel. The researchers used purposive sampling. The subject of this research was the Employees Food and Beverage Service at Opi Indah Hotel Palembang. The researchers chose the subject of the research because of they were willing and open to help provide data, information and particulars that researchers needed for purpose of this research. The Subject of this research was describing in table 1 below:

Table.1 Subject of the Research

No	Gender	Description of the staff
1	Male	Food and Beverage Manager
2	Female	Kitchen Manager
3	Male	Outlet Manager
4	Female	Server (Waitres)
5	Male	Server (Waiter)

Sources: FnB Department at Opi Indah Hotel Palembang 2023

The data of this research is the result of Front Office Management Staff in the form of qualitative data. The data is collected through observation, interview and documentation. The researchers used observations as one of the techniques of data collection in order to be able to feel and blend in with the surroundings and the object to be examined observe and try to look at from the stand point of them. This technique is

done by researchers involved in the activities undertaken by the subject. This research used open-ended give deep questions to interview into verbally from the front office staff and use documentation such as photos, images and data regarding.

Collecting the data must be relevant with the problem of research. The data in this research was in the form of qualitative data and used qualitative data procedure for the data analysis Ary et al (1985: 332) argued that in qualitative research, there are two Sources that can be used to get the data. Those are: 1. Primary Data. Sugiyono (2008:225) stated that a primary source is a source which can give valuable information directly. In other word, the primary source is to give prominent data relate to problems of the research, For the primary source, the researchers use the result of the interview, observation and documentation. Primary data is information obtained from the primary sources of the original, information from first hand or respondent. 2. Secondary Data. According to Sugiyono (2005: 62), data secondary is data that is not directly given to researchers, for example research must go through people others or search through documents. Secondary data in general the form of data records or reports documentation by certain institutions published. Secondary data from this research obtained from books, internet, and other supporting data such as archives and written documents others.

Documentation Sugiyono (2009), the document is a record of events that have passed. The documents used by researchers here are in the form of photos, images, videos and- data regarding Opi Indah Hotel Palembang. The Techniques for Analyzing the Data. After collecting the data, the researchers analyzed the data Wiersma (1991: 85) stated "Data analysis in qualitative research is a process of categorization, description, and synthesis, Data reduction is necessary for the description and interpretation of the phenomenon under study". In short, data analysis is systematically process to analyze data which have been collected. Those activities data reduction, data display, and conclusion are drawing/verification. Based on those statements, the researchers divides the activity in analyzing data into three activities, they are data reduction, data display, and conclusion drawing: 1. Data Reduction. Data reduction means the process of selecting, identifying, classifying and coding the data that are considered important. In conducting research, the researcher would get much data. 2. Data Display. Data display means the process to simply the data in the form of sentence, narrative, or table. Data display refers to show data that have been reduced in the form of patterns.

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Results and Discussion

Opi Indah Hotel is a 3 star hotel located on Jl. OPI Mall Complex 6-7, is the right accommodation for business people Block A1 Indah Hotel consists of 70 rooms with various types, such as standard rooms, super rooms, deluxe rooms, grand deluxe rooms, with various facilities such as a fitness center ,ball room, and most importantly is a strategic area because it is adjacent to the OPI beautiful mall.





OPI Indah Hotel was first established in 2015 in Palembang managed by PT Sekawan Kontrindo. OPI Indah Hotel is the only star Hotel in East Java which is very strategic located in the center of the Opi business center, which is very close to the government offices of the bank and sports network city of Palembang. As for the facilities owned by the beautiful OPI Indah Hotel Palembang, there are 70 rooms, includes 2 meeting rooms and 1 ball room which can accommodate 250 people. Vision and Mission of OPI Indah Hotel in a company or institution of course they have vision and mission as motivation for leader, employee and others part of company.

The discussion is the contents of data analysis and facts that the research after successfully and carefully chosen new employees, these employees need to be trained to be on the job, orientation will be organized in the beginning of their knowledge and other kinds of trainings will catch up. In modern hotel business, it is all about competence in people, and especially the employees qualities. The level of service quality depends on the qualities of employees. The qualities are about knowledge, skills and thoughts which lead to be a hotels survival and development. Therefore, staff training is essential in many ways it increases productivity while employees are armed with professional knowledge. experienced skills and valid thoughts, staff training also motivates and inspires workers by providing employees all needed information in work as well as help them to recognize how

important their jobs. The important thing to do by Front Office Department to improve the employees English language skills is in the invented of English class. Mechanical implementation of this training is conducted by calling the teacher to Hotel, learning English made during the every Friday and every Wednesday. In this activity, the enterprise is having good relationships between management and employees. the service quality. When dealing with people, the basic requirement for the concluded that Front Office Department is very important in the hotel in increasing from the research findings and discussion.



Then the food and beverage service in this hotel is good they have a lot of skill Awareness of one's responsibilities and roles, appropriate knowledge of food items, food and beverage pairing, etiquettes, and service styles is a great way to build confidence while serving the guests. It creates the first impression on the guest, the F&B staff members must

maintain personal hygiene, cleanliness, and professional appearance while being on duty. Attentiveness is paying sincere attention to details, memorizing the guests' needs and fulfilling them timely with as much perfection as one can put in. Body language the F&B Services staff needs to conduct themselves with very positive, energetic, and friendly gestures. Effective communication, it is very vital when it comes to talking with co-workers and guests. Clear and correct manner of communication using right language and tone can make the service workflow smooth. It can bring truly enhanced experience to the guests. The F&B Services staff needs to know the value of time while serving the guests. Sincere time-keeping and sense of urgency helps to keep the service workflow smooth. These two core values in any well-brought-up person are important for serving the guests in hospitality sector.

Conclusion

The researchers concluded that by actively mastering English, it will make us easy to communicate with people from any country in a business, study and introduction, but basically, we are able to master all the knowledge we absorb such as by socializing with anyone and wherever we are. The food and beverage departing OPI Indah Hotel has important role in servicing guests, for that waiters are required to master in English, then the waiter includes to serve for breakfast, lunch and dinner ,prepare all guest orders and clean up all the tools, and also pay attention to the condition of food and beverage that have ordered and check again whether it is in accordance with the ordering of guests in avoid complaining of guests .When dealing with people, the food and beverage service employees have to having good relationships between management and staffs training such as English speaking or the social management tool in hotel is way of motivating employees, upgrade skill expanding their knowledge, preparing employees for be a good employee.

Based on the researchers opinion, They are some benefits of using English: 1. The language of universal communication which is used by all people in the world. 2. English is the International language in the business world which is mouthy business transactions. 3. You can get an international career if your English skill are very good. 4. English can add value to the Hotel.

The researchers give some suggestions for the employee of food and beverage: 1. The hotel must maintain guest service, there is no harm in improving guest service with excellent service so that guests will get more comfort 2. Increased awareness of appearance before entering the restaurant, during the briefing the supervisor always checks and remind about grooming and the need for a strong warning if there are staff who violate the grooming that has been determined for provide a deterrent effect. 3. Further improve foreign language skills to make it easier communicate with guests so that incidents can be minimized complaints due to misunderstandings when taking orders.

Declarations

Author contribution.

Novita Sari: Conceptualization, Original draft preparation, Data curation

Nurlista Iryanti: Methodology, Investigation, Reviewing,

Hidayatul Fitri: Concluding, Editing

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