ROLE OF FOOD AND BEVERAGE PRODUCT DEPARTMENTS IN BATAM TRAVELODGE HOTEL

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ABSTRACT

Tourism activities are an economic contributor sector, the development of tourism is a major source for several regions. Batam is one of the tourist destinations by foreign tourists. Tourists who come from China and countries close to Batam. Not only that MICE activities in Batam also become one of the activities supporting tourism activities in Batam. Therefore all of these activities must be included with development that can support tourism activities. For all that, an hotel is also needed. In a hotel has services that provide comfort to guests and provide facilities that help facilitate guests. The hotel has one of the facilities that is a restaurant, in this restaurant there is a section of food and beverage service and food and beverage products. The author carries out practical work activities in the food and beverage product section.

This practical work report is compiled based on the author's direct experience during carrying out practical work activities for 4 months at Traveodge Hotel Batam. This activity began from August 5, 2019 to December 5, 2019. During the work report the authors used the interview method, observation, and literature study in collecting data used to prepare practical work reports. In carrying out practical work the authors do the design in carrying out practical work activities.

In the implementation of practical work the author found a lot of new knowledge for the writer, from this activity the writer gained a lot of experience in food and beverage product operational activities. In practical work activities the author is taught how to deal with crowded situations and how to overcome them. Therefore the author can be trusted in these operational activities.

Keywords: F&B Department, Hotel, On The Job Training