

EXECUTIVE SUMMARY

Aktivitas Trainee Pada Departemen F&B Produk dan Pelayanan di Grand Clarion Kendari

NPM : 1641302

Jolly Decent

Kendari city is capital city of East-south Sulawesi province. Kendari region has pristine nature, this city known for its natural tourism and still often visited by local and foreign visitor. The city has many hotels in various region, one of them is *Grand Clarion Hotel & Convention Kendari*, which is the biggest four-star hotel in Kendari region. This make author interested to did *On the Job Training* at *Grand Clarion Hotel & Convention Kendari*. In this case the takes the title “Aktivitas Trainee Pada Departemen F&B Produk dan Pelayanan di *Grand Clarion Kendari*”.

The purpose of this report is to get the basic knowledge at F&B department Product and Services, and formulate problems related to processing, preparing, serving and servicing the product at *Grand Clarion Hotel & Convention Kendari*. The research method conducted by the author in writing this report is the method of documentation and observation. The documentation method used by the author is to collect data about the history of the hotel, hotel facilities, and organizational structure. While the observation method used by the author is to observe the work system of each part in the F&B department of Product and Services.

On the Job Training in F&B department of Product and Services provide a lot of experience that was very different from what the author got on campus. During the *On the Job Training*, the author was able to learn to arrange a food processing process starting from buying, storing, processing, to serving food properly and correctly.

Key Words : *Aktivitas Trainee, F&B Product & Service Department*