



# Analysis of banquet section performance during high season at the UTC Hotel Semarang

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## ABSTRACT

This research was conducted to find out how the banquet section performance during high season at UTC Hotel Semarang. The analytical method used in this study is qualitative description of the method of collecting data through 4 ways, namely, interviews, observations, questionnaires and literature. The results of data analysis stated that the banquet operations went smoothly. While the obstacles faced by the banquet section are the limitations of Human Resources. The performance of the banquet staff at the time of the high season is good and maximum.

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## 1. Introduction

A hotel is a form of building, symbol, company or business entity that provides accommodation services, food and beverage providers and other service facilities where all of these services are intended for the general public, whether staying overnight at the hotel or people using certain facilities. is in the hotel [1].

Food and Beverage is one of the major departments in the hotel which is tasked with handling issues related to food and beverages, starting from the procurement of ingredients, management, presentation, to sales. The food and beverage department divided into two, namely food and beverage services and food and beverage products. Food and beverage service is responsible for serving food and drinks properly and professionally with the aim of making guests comfortable [1].

The success or failure of a hotel's operations in increasing its revenue is inseparable from the good image and quality of service provided to consumers. Where the image and quality of service provided

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to consumers have a big influence on the hotel, even being the main factor that must be met. The success of a hotel includes achieving guest satisfaction which is supported by adequate services and facilities as well as a large profit level in accordance with the predetermined target plans [2].

The Food and Beverage Department, as one of the departments in the hotel, is the biggest source of revenue after "room". Therefore, the Food and Beverage Department is required to always improve the quality of service to guests, so that it is expected to be able to increase food and beverage sales as much as possible according to the targets set [3].

The Banquet Section is a part of the Food and Beverage Service Department which is in charge of serving food and drinks to guests. Given the important role of the Banquet Section as a food and beverage service party, of course, they want their products to be purchased and get lots of customers. For this reason, several things need to be considered, such as: (1). Improve the quality of service to guests. (2). Improve the quality of products to be sold. (3). Improving service support facilities. (4) Increase promotion and advertising or advertising [4].

Hotel UTC Semarang is one of the 3 stars hotels in Semarang. The hotel is located on Jalan Kelud Raya Number 2 Semarang -Indonesia. This hotel has 144 rooms and 26 meeting rooms, each of which has a different capacity. UTC has a very large hall with a capacity of 4000 pax.

In guest service at Hotel UTC Semarang. Banquet is a section that has an important role because it serves a large number of guests at the same time. The large number of event meetings, wedding events and other events from October to December has reduced the performance of the banquet staff, due to limited human resources.

The lack of human resources affects the quality of service in the banquet section, based on this, the authors are interested in discussing the performance of the banquet section. Therefore, the authors raise the title "PERFORMANCE ANALYSIS OF THE BANQUET SECTION DURING THE HIGH SEASON AT HOTEL UTC SEMARANG".

## **2. Method**

### **2.1. Types of Research**

The research method is the way or path taken in connection with the research being conducted, which has systematic steps. Sugiyono [5] states that:

"The research method can be interpreted as a scientific way to obtain valid data with the aim of finding, developing, and proving a certain knowledge so that it can be used to understand, solve, and anticipate problems."

Research methods include research procedures and techniques. The research method is an important step to solve research problems.

### **2.2. Research Specifications**

The research used in the preparation of this final assignment uses descriptive qualitative. Qualitative descriptive, namely non-hypothetical research that seeks to define or describe the predicate to the variable studied, the predicate is given in a ranking form that is comparable to or on the basis of the desired conditions [6].

### **2.3. Data Sources**

The data source is the subject from which the research data is obtained. Sources of data used in the preparation of this final assignment are divided into primary and secondary. Primary data is data obtained directly from the research location (research location) and is data obtained from the first source, namely the results of interviews and observations in the form of statements and information from related parties such as employees who are currently or have carried out their duties. Secondary data is data obtained from other parties that are complementary in nature and this primary data can be in the form of documents and literature related to the problem to be studied. And in this secondary data the researcher uses literature in the form of books that discuss the performance of the Food and Beverage Department.

### **2.4. Data Collection Methods**

In this writing, the authors collect data using several methods, namely:

#### **2.4.1. Observation**

According to Hadi what is meant by observation is as follows:

Observation is accurate observation and recording of symptoms as they are, related to the causes of a phenomenon that occurs [7].

Observation either directly or indirectly on the object under study using instruments in the form of research guidelines in the form of observations or others. This observation method was carried out by conducting observations at the UTC Semarang Hotel from October to December 2018.

#### **2.4.2. Interview**

Method The interview is a data collection technique used by researchers to obtain oral statements through conversing and dealing directly with people who can provide information to the researcher [8]. Data collection techniques used by researchers to obtain oral statements through conversations and face to face with food and beverage managers and banquet supervisors who can provide information to researchers on January 7 2019.

#### **2.4.3. Literature Study**

Literature study is a method of collecting data through books relating to the intended or obtained object to help support the preparation of reports. The research was conducted by collecting data from books, both from hotels and from academies [9]. In this case the writer collects hotel data in general, operational banquet, food and beverage service organizational structure, performance.

#### **2.4.4. Guest Comment Card**

According to Sugiyono [10] it is a data collection technique that is carried out by giving a set of questions or written statements to informants to answer. Guest comment cards are an efficient data collection technique. Guest comment cards will be distributed to the event committee. Because the guests who received the service and who gave an assessment of how the performance of the banquet section at the UTC Semarang Hotel were conducted from October to December 2018.

## **2.5. Data Presentation Methods**

The presentation of the data used is descriptive. Presentation of descriptive data is more based on systematic, factual and accurate descriptions or drawings regarding the facts, characteristics and relationships between the phenomena investigated [11]. Presentation of descriptive data is trying to present the data that has been obtained by the author by giving an actual description or understanding of banquet operations, banquet work constraints during high season, and banquet staff performance at Hotel UTC Semarang.

## **2.6. Data Analysis Methods**

The data analysis method used is qualitative analysis. Qualitative data analysis is inductive in nature, namely an analysis based on the data obtained, then developed into a hypothesis [12].

From the data that has been collected, then a descriptive analysis of the data is carried out, namely by objectively and systematically describing the situation in the field.

## **3. Results and Discussion**

### **3.1. Research Results**

Hotel UTC Semarang has 5 buildings, namely Hal A, Hal B, Hal C, Hal D, and Hal E, Some office units are for rent, Hotel UTC Semarang has 26 meeting rooms, one of which is the Balairung with a capacity of 4000 pax and has 114 rooms, there are 2 types of rooms, namely Superior Double 64 and Standard Quadro 50 rooms. This hotel has a strategic location on Jalan Kelud Raya Number 2 Semarang - Indonesia.

#### **3.1.1. Hotel Facilities**

Star Hotel Semarang is a 3-star hotel which has in-room facilities which include: 1) Include breakfast for 2 persons; 2) Welcome drink upon arrival; 3) Coffee and tea making facilities; 4) Free hi-speed internet access; 5) IDD telephone service; 6) Warung Kongkow Restaurant; 7) Located on the 1st floor, open from 06.00 WIB to 11.00 WIB and serves special Indonesian and Asian a la carte menus; 8) Business centers; 9) Airport shuttle; 10) Smoking areas; 11) Wifi in public areas and in rooms; 12) Meeting facilities; 13) 24-hour room service; 14) Car rental; 15) Restaurant; 16) Parking areas; 17) Elevator; 18) Laundry; 19) Parks; and 20) Function Room.

#### **3.1.2. Food and Beverage Department**

Food And Beverage Department Is a department that is responsible for the production or processing of food and its presentation. The Food and Beverage Department consists of two sections, including 1) food and beverage product; 2) food and beverage service. Food and beverage product is a section of the food and beverage department that has duties and responsibilities in terms of food production or processing. Food and beverage product UTC Semarang Hotel has several sections, including Kitchen banquet, Kitchen Ala carte, and Steward. Food and beverage service is a section of the food and beverage department that has duties and responsibilities in terms of food and beverage services. Food and beverage service at Hotel UTC Semarang has several sections, namely Restaurant Service and Banquet Service.

### 3.1.3. Banquet Service

Banquet service is the part that is responsible for providing facilities and needs for events held at the hotel. In addition to providing facilities and event needs, the Banquet Section is also in charge of and responsible for serving food and drinks at an event. Provision of facilities and event needs include: provision of event space, room arrangement, and provider of equipment used for events. The banquet section at Hotel UTC Semarang has an important role in terms of revenue for Hotel UTC Semarang, banquets can provide revenue by holding events organized by guests in the function room at Hotel UTC Semarang.

The section has an office or banquet staff in Building C which functions as a place for banquet staff briefings, as well as a place for making coffee and tea, a storage area (sugar, coffee, tea, tissues and goods used by banquets), and also as a place of information. regarding banquet event orders (BEO). In the operational banquet section, there are three staff and one of them is banquet supervisor. However, if banquet the UTC Semarang Hotel banquet staff contact the part timers who are always ready to assist banquet staff in operating the banquet section if the banquet is busy or there are many events. That way staff doesn't experience hassles at banquet events.

## 3.2. Data Analysis

### 3.2.1. Data Event

Based on high season obtained from the Food and Beverage Manager Event October to December including:

Table 1. Data Event for October 2018

No	TANGGAL	EVENT	PAX	TEMPAT	PACKAGE
1	7	PKS	1400	BALAIRUNG	LUNCH BOX
2	13	UNDIP FISIKA	100	SHINTA	COFFEE BREAK
3	13	DINSOS	70	NAKULA SADEWA	FULL DAY
4	16	RAPAT PERSIAPAN WEDDING	35	WRK	DINNER
5	16	OPSI	710	BALAIRUNG	ROOM RENTAL
6	17	OPSI	710	BALAIRUNG	ROOM RENTAL
7	20	FKM UNDIP	1000	BALAIRUNG	ROOM RENTAL
8	21	HERBALIFE	400	RAMA	COFFEE BREAK
9	23	GERINDRA	1000	BALAIRUNG	ROOM RENTAL
10	24	PLN UP3	150	AREA PARKING	COFFEE BREAK
11	26	KEUSKUPAN AGUNG	1200	BALAIRUNG	FULL BORD
12	26	AYAM BAKAR WONG SOLO	50	SEMAR	COFFEE BREAK
13	26	HERBALIFE	15	VIP WRK	COFFEE BREAK
14	27	KEUSKUPAN AGUNG	1200	BALAIRUNG	FULL BORD
15	27	PIM	60	DRUPADI	HALF DAY
16	28	KEUSKUPAN AGUNG	1200	BALAIRUNG	FULL BORD
17	28	LAUNGING ANATOMY	50	AMARTA	DINNER

Source: Food and Beverage Department Hotel UTC Semarang 2019

Table 2. Data Event for November 2018

NO	TANGGAL	EVENT	PAX	TEMPAT	PACKAGE
1	2	KONSER FISIP UNDIP	2000	BALAIRUNG	ROOM RENTAL
2	2	LPK WIDYATARA	13	VIP WRK	LUNCH
3	3	REUNI ALAMADA	30	WRK	LUNCH
4	3	PERUBAHAN PANITIA WEDDING	30	WRK	DINNER
5	4	HLFA SEMARANG DIY	100	RAMA	FULL DAY
6	5	KOMUNITAS MAHASISWA	100	RAMA	DINNER
7	7	MRS. VINDI	40	WRK	DINNER
8	7	WAYANG ORANG	1250	BALAIRUNG	COFFEE BREAK
9	9	WELCOME DINNER UNNES	100	RAMA	DINNER
10	9	UPT UNNES	100	RAMA	HALF DAY
11	9	HERBALIFE	10	VIP WRK	COFFEE BREAK
12	9	GEREJA IFGF	100	DRUPADI	ROOM RENTAL
13	10	PELATIHAN DAN PENYULUHAN	250	RAMA	HALF DAY
14	11	SEKBER PRABOWO SANDY	100	WRK	LUNCH
15	12	WIRA TENAN		VIP WRK	ROOM RENTAL
16	13	WIRA TENAN		VIP WRK	ROOM RENTAL
17	14	DINNER BPM UNNES	80	SADEWA	HALF DAY
18	15	LUNCH BPM UNNES	80	SADEWA	HALF DAY
19	16	DP3AKB	45	SEMAR	FULL DAY
20	16	NU JATENG	25	AMARTA	FULL DAY
21	17	WEDDING	1000	BALAIRUNG	ROOM RENTAL
22	18	NU JATENG	2000	BALAIRUNG	ROOM RENTAL
23	18	GEREJA IFGF	100	SADEWA	ROOM RENTAL
24	20	FGI FT UNNES	27	AMARTA	ONE DAY
25	21	FGI FT UNNES	27	AMARTA	COFFEE BREAK
26	22	APJII	30	SEMAR	FULL DAY
27	23	4 LIFE	15	VIP WRK	COFFEE BREAK
28	24	PGPAUD UNNES	100	SADEWA	ROOM RENTAL
29	24	PGPAUD UNNES	50	SEMAR	ROOM RENTAL
30	24	BCS UNNES	70	AMARTA	LUNCH&DINNER
31	24	PERKIN	1000	BALAIRUNG	ROOM RENTAL
32	25	GEREJA IFGF	100	NAKULA	ROOM RENTAL
33	25	PERKIN	1000	BALAIRUNG	ROOM RENTAL
34	25	PGPAUD UNNES	50	SEMAR	ROOM RENTAL
35	26	PGPAUD UNNES	50	SEMAR	ROOM RENTAL
36	26	PT.KRIDA KARYA ADVISORY	150	NAKULA	HALF DAY
37	26	BPM UNNES	80	SADEWA	FULL DAY
38	27	BPM UNNES	6	BIMA	FULL DAY
39	27	BPM UNNES	80	SADEWA	FULL DAY
40	29	SEKBER PRABOWO SANDY	100	WRK	LUNCH
41	30	HERBALIFE	10	VIP WRK	COFFEE BREAK

Source: Food and Beverage Department Hotel UTC Semarang 2019

Table 3. Data Event for December 2018

NO	TANGGAL	EVENT	PAX	TEMPAT	PACKAGE
1	1	UNISULA	270	RAMA GYM	DINNER
2	2	BIRO UMROH DEMAK	73	VIP WRK	LUNCH
3	3	GEREJA IFGF	100	NAKULA	ROOM RENTAL
4	4	DPU KOTA SEMARANG	93	SADEWA	ROOM RENTAL
5	4	LP2M	222	ABIMANYU	ROOM RENTAL
6	4	BKD	100	SEMAR	LUNCH
7	7	BPD PROV JATENG	52	SADEWA	FULL BORD
8	7	PT PLATINUM	30	AYUDYA	ROOM RENTAL
9	8	BKD PROV JATENG	65	SADEWA	FULL BORD
10	8	PT PLATINUM	30	AYODYA	FULL DAY
11	8	TES CPNS	1000	BALAIRUNG	ROOM RENTAL
12	9	GEREJA IFGF	100	NAKULA	ROOM RENTAL
13	9	BKD KAB.KUDUS	35	WRK	LUNCH & DINNER
14	10	TES CPNS	1000	BALAIRUNG	ROOM RENTAL
15	11	TES CPNS	1000	BALAIRUNG	ROOM RENTAL
16	12	TES CPNS	1000	BALAIRUNG	ROOM RENTAL
17	13	CBC	170	SADEWA	ROOM RENTAL
18	13	TES CPNS	1000	BALAIRUNG	ROOM RENTAL
19	14	TES CPNS	1000	BALAIRUNG	ROOM RENTAL
20	14	HERBALIFE	10	VIP WRK	COFFEE BREAK
21	15	SMA SASEHI	225	RAMA GYM	LUNCH
22	15	SMA SASEHI	25	VIP WRK	LUNCH
23	15	LUNCH IBU RAMA	100	SHINTA	LUNCH
24	15	ULTAH BRI	4000	BALAIRUNG	ROOM RENTAL
25	20	DINNAS LINGKUNGAN HIDUP	41	SEMAR	FULL BORD
26	20	GPDI GENERASI EMAS	200	RAMA	DINNER
27	20	TRAINING OF TRAINER	35	AMARTA	HALF DAY
28	21	DINNAS LINGKUNGAN HIDUP	41	SEMAR	COFFEE BREAK
29	21	PELEPASAN MAHASISWA PPG	462	RAMA VIP	HALF DAY
30	22	GERATHERING 4 PILAR	150	SADEWA	COFFEE BREAK
31	22	REUNI ALUMNI IKIP	20	WRK	HALF DAY
32	23	OMAH PERJUANGAN	500	RAMA	ROOM RENTAL
33	27	UNNES BMN	57	SEMAR	FULL DAY
34	29	MEETING BAPAK ANDIK	10	VIP WRK	COFFEE BREAK

Source: Food and Beverage Department Hotel UTC Semarang 2019

Based on the event above, the event from October to December will be held in the banquet section. The author took 10 events to be known staff by the incharge the event, including:

Table 4. Employees Incharge during events from October to December 2018

NO	TANGGAL	EVENT	PAK	STAFF INCHARGE
1	7	PKS	1400	5 ORANG
2	13	UNDIP FISIKA	100	3 ORANG
3	13	DINSOS	70	2 ORANG
4	16	RAPAT PERSIAPAN WEDDING	35	1 ORANG
5	16	OPSI	710	4 ORANG
6	17	OPSI	710	4 ORANG
7	20	FKM UNDIP	1000	5 ORANG
8	21	HERBALIFE	400	4 ORANG
9	23	GERINDRA	1000	5 ORANG
10	24	PLN UP3	150	2 ORANG

Source: Food and Beverage Manager Hotel UTC Semarang 2019

Many events from October to December at banquets with staff, one of which is a supervisor. Supervisors must be careful to managestaff at events and add casuals to assist staff who are incharge at events. Because there are also events that coincide on the 13th and 16th, the casual addition is very important.

### 3.2.2. Operational work of the banquet section UTC Hotel Semarang

Activities carried out by the banquet section staff, divided into 2, namely activities every day and activities carried out at certain times.

#### 1. Activities carried out every day

An explanation of the shift's banquet section in handling events.

##### a) Entrance Schedule (shift)

Basically, the banquet section, banquet staff work according to the event schedule. There are three shifts, namely: (1) M (Morning) banquet staff enter at 07.00 WIB; (2) MD (Middle), banquet staff enter at 11.00 WIB; (3) A (Afternoon), banquet staff enter at 15.00 WIB.

##### b) Duties and responsibilities of the banquet section morning shift

(1) Open outlets or banquet sections and all meetings; (2) Look at whiteboard info to ensure the meeting room that will be used according to (BEO) along with the equipment according to the provisions in the banquet event order (BEO) and read the lookbook for info from the shift; (3) If in (BEO) it says there is a coffee break, the banquet staff immediately completes and arranges it neatly and if there is lunch, the banquet staff immediately arranges the complete buffet lunch; (4) During the event, the banquet staff has a duty to stand by or look after the event. If guests need assistance, guests don't have to wait long to find banquet staff; (5) Banquet staff must maintain the cleanliness of food and food equipment; (6) When guests start a coffee break for a break for lunch or lunch, the banquet staff immediately clear up; (7) If guests are taking a break, the banquet staff immediately refills drinking water; (8) Immediately bring equipment that has been used by guests to be washed and cleaned again.

##### c) Duties and responsibilities of afternoon shift banquet staff

(1) Continue the tasks from the shift morning; (2) Read whiteboard info and look book activities banquet during work; (3) When the event is over, the banquet staff immediately cleans the room and



clears up all equipment that is dirty and has been used by guests; (4) Immediately bring dirty equipment to the steward to be washed immediately; (5) Receiving banquet event orders (BEO) from the marketing department; (6) Banquet staff immediately arrange the room to be used for the following day according to the banquet event order; (7) Setting up a place for a coffee break; (8) Complete all the facilities needed by guests according to the banquet event order, such as: whiteboard, podium, audio visual, stationery; (9) Check again the meeting room that will be used the next day and if it's finished, immediately turn off the lights and AC of the meeting room and lock it back immediately; (10) Return the meeting room key to the security department.

d) Duties and responsibilities of middle shift banquet staff

In charge of lightening the duties of the morning and afternoon shift when there are many function rooms.

2. Activities carried out by the banquet section at certain times

Activities carried out at certain times are the introduction of tools, cleaning cutlery and drinks.

a) Tool Introduction

Introduction activities are carried out at certain times, for example when there is a new trainee who needs to be given knowledge about existing equipment so that trainees understand what the equipment is used for and what it is used for.

b) Activities for cleaning eating and drinking utensils

This activity is carried out at the end of the event. The banquet staff at the UTC Semarang Hotel have to polish the equipment that has been washed by the steward.

**3.2.3. Operations banquet section**

Operations banquet section at the UTC Semarang Hotel during the high season faced several obstacles, banquet staff including Human Resource Limitation Factors Human Resource and Work Experience.

**3.2.4. Performance banquet section staff**

1. Work Performance Measurement

Based on the results of interviews conducted by the author with the Food and Beverage Manager, it can be measured based on quality of work, quantity of work, knowledge about work, decisions taken, and work planning.

2. Performance of Banquet Staff at Hotel UTC Semarang

Based on interviews conducted by the author with the Food and Beverage Manager on January 7 2019, the results of the Banquet staff performance assessment.

Table 5. Banquet staff performance appraisal at Hotel UTC Semarang

Name of Employee	Quality	Quantity
Supervisor	Very good	Have skills and can manage time well. And can run the SOP that has been determined and has multi-talented expertise
Staff 1	Good work	Multi-talented skills
Staff 2	Work well	Work neater and on time

Source: FBM Hotel UTC Semarang 2019

### 3. Guest Assessment of the Banquet Hotel UTC Semarang

During the event the event committee evaluated deficiencies and errors during the event, to find out the authors took 10 events at the UTC Semarang Hotel from October to December 2018. To find out the performance of the banquet section can be seen in the table below with the following table description:

KB=Not good                      CB=Fair enough                      B=Good                      SB= Very good

In the Table 6, guests stated that their assessment of room cleanliness was quite good 1 event, good 4 events and very good 5 events. toilet cleanliness good 1 event and very good 9 events. AC good 8 events and very good 2 events. The sound system is quite good for 2 events, good for 3 events and very good for 5 events. The LCD projector is pretty good at 5 events, 2 events are very good events. So, the average percentage of rooms is 0% poor, 16% good enough, 36% good, and 48% very good. This shows that most of the guests stated that it was very good for the meeting that the guests used.

Table 6. Assessment of the room

NO	PENILAIAN	KB	CB	B	SB	JUMLAH
1	KEBERSIHAN RUANGAN MEETING		1	4	5	10
2	KEBERSIHAN TOILET			1	9	10
3	AC			8	2	10
4	SOUND SYSTEM		2	3	5	10
5	LCD PROYEKTOR		5	2	3	10

Source: 2019 assessment results

In the Table 7, guests stated that the food appearance was quite good for 3 events, good 3 events and very good 4 events. Good taste quality 10 events. Adequacy of food or refills is good enough for 5 events, 2 events are good, 3 events. So, the average percent for food and beverages is 0% poor, 26.7% good enough, 50% good and 23.3% very good. This shows that most of the guests started well for the food and drinks served.

Table 7. Assessment of food and beverages

NO	PENLAIAN	KB	CB	B	SB	JUMLAH
1	PENAMPILAN		3	3	4	10
2	RASA			10		10
3	KECUKUPAN MAKANAN		5	2	3	10

Source: 2019 assessment results

In the Table 8, guests stated that the ratings for food refill officers were quite good 3 events, 4 events very good events. For banquet staff, 1 event, 5 events are good, and 4 events. So, the average percent for poor service quality is 0%, quite good 15%, good 45%, very good 40%. This shows that most of the guests stated that they were good for the services at Hotel UTC Semarang.

Table 8. Assessment of services

NO	PENILAIAN	KB	CB	B	SB	JUMLAH
1	PETUGAS REFILL MAKANAN		2	4	4	10
2	PETUGAS BANQUET		1	5	4	10

Source: 2019 assessment results

### **3.3. Discussion**

#### **3.3.1. Operational work of the banquet section Hotel UTC Semarang**

Based on the analysis of the data on the banquet discussion at the UTC Hotel Semarang, it was very good. Already referring to Setyawan's theory [13], which is as follows:

1. Before the event (Pre-operation)

Banquet Hotel UTC Semarang prepares, sets up the room, prepares eating and drinking utensils and prepares items needed for the event before the event takes place or the day before the event takes place the banquet staff starts preparing. To set up the room according to the Banquet Event Order (BEO) written by the marketing department.

2. During the event (During operation)

During the event the banquet staff must be in charge while the event committee needs help, the committee does not need to look for banquet staff and staff to clean up for washing steward and keeping the buffet clean.

3. After the event (Closing)

When the event has finished the banquet staff cleans the items used during the event and returns the items to the store banquet, staff also carry out cleaning activities for eating and drinking utensils by polishing the equipment being washed by the steward. Then stored and arranged on the shelf that has been prepared. There is a cleaning of this tool to deal with an event impromptu.

#### **3.3.2. Operations banquet section**

Some of the obstacles faced by banquet staff during high season are caused by several factors, namely labor and work experience factors. Labor or Human Resources is an important factor in the operational work at the banquet. Because banquet staff is a very important part when there is an event. Errors due to labor usually occur due to lack of communication between staff. Communication must always be maintained for the smooth operation of work. Skills must be honed frequently so that they can develop according to the demands. To overcome miscommunication between staff, each staff must read a look book that has been provided in the banquet store. Lack of work experience results in a lack of knowledge and skills. The more work experience you get, the more skills you get to get the job done faster and more precisely according to the SOPs that have been implemented by the hotel. Therefore, the hotel must conduct training every 1 month 2 times to hone experience and skills at work.

#### **3.3.3. Performance Banquet Section Staff**

In the banquet section, the performance of banquet staff has an important influence on providing service quality, with the limitations of banquet staff with the number of meeting rooms they have. The number of events makes it difficult at least banquet staff affects the services provided to guests. With limited banquet staff, only 1 supervisor and two of them are waiters. The supervisor is not only in the banquet store but also supervises and helps waiters who are in charge at the event. Operations Banquet are divided into 3 shifts, so if function room with a meeting or event is full with a large number of pax, the task of the banquet staff is very heavy because they are required to provide full service with shift staff 1 person in the morning middle person in the afternoon 1. With the consideration that the hotel, especially personnel, only adds a helping or casual workforce of only 5 people and is divided into 2 shifts, by minimizing hotel expenses with limited staff being able to provide full service to guests

will increase revenue. Staff is very tired if there are many events at the same time with a large number of pax. To help smooth the operations of the banquet waiter in the restaurant, he helps the banquet staff. Casual has the equally important task of lightening the task of banquet staff and of providing service. To find out the performance of the banquet staff authors gave questionnaires or questions to find out the performance of staff with limited human resources during the event.

In discussing the performance appraisal theory that the writer uses, namely the theory of Bernadin and Russel (1995:383) and Lopez (1982), within the factors of the theory the writer takes 2 factors, namely quality and quantity from the results of interviews with the Food and Beverage Manager as follows: (1) The quality of banquet staff, namely from Supervisors has very good performance at work and has the responsibilities they have. Staff 1 and staff 2 have good performance and are on time when doing assignments; (2) The quantity of banquet staff from supervisors has the advantage of being able to manage time well and apply standard SOPs that are applied at Hotel UTC Semarang. Staff 1 has multi talented expertise based on initiative in work. Staff 2 has the advantage of being able to maintain cleanliness and has speed in working.

After the researchers conducted interviews and observations, researchers also used guest comment cards to determine the performance of the banquet staff.

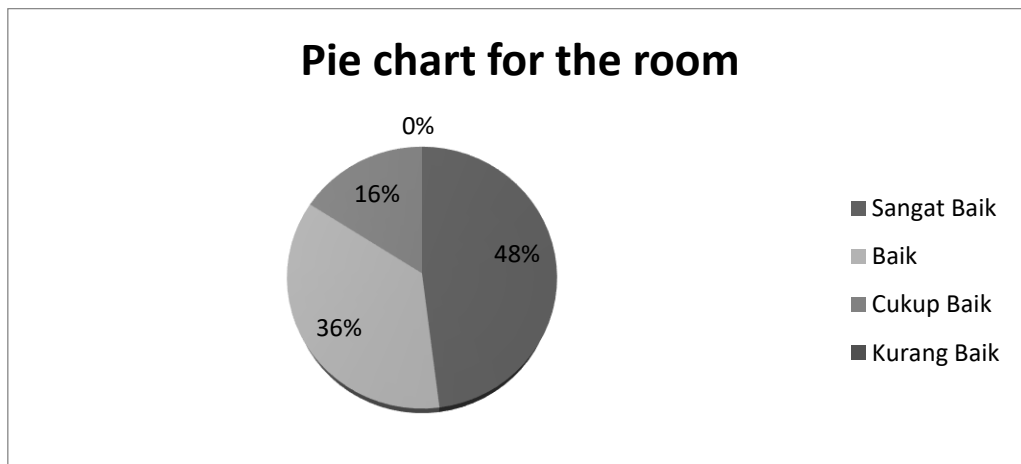


Figure 1. Pie chart for the room

Judging from the pie chart above regarding the assessment of the meeting room used by guests, the facilities provided to guests are in accordance with the wishes of guests.

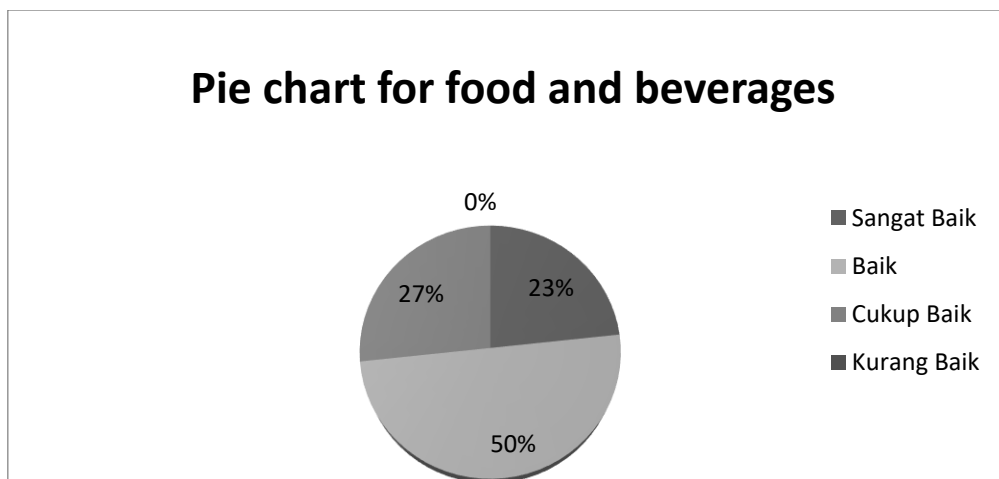


Figure 2. Pie chart for food and beverages

Based on the pie chart above for the assessment of the food and drinks provided by the UTC Semarang Hotel, they are good and according to what guests want.

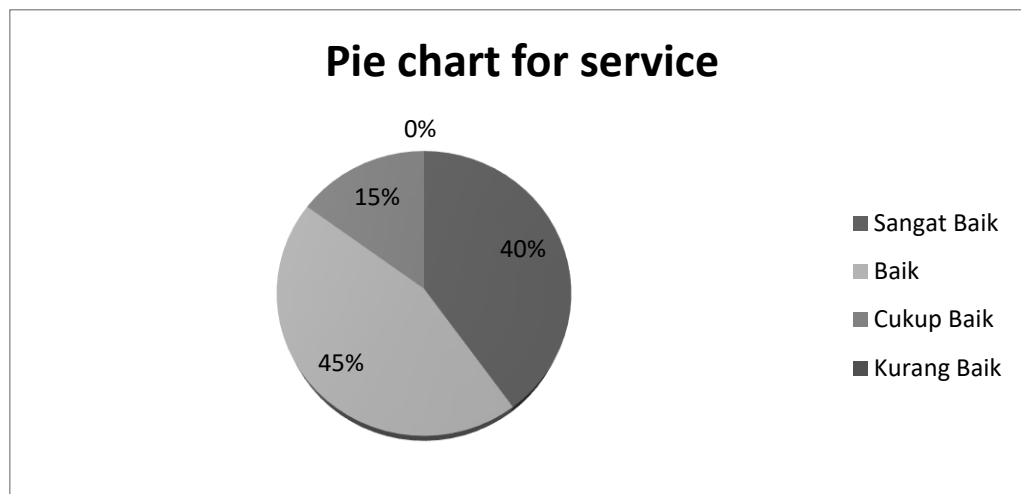


Figure 1. Pie chart for service

Based on the pie chart diagram above for the assessment of services provided to guests. It's been good and there are not many mistakes made by the banquet staff.

#### 4. Conclusion

After listening to the description above, the writer can conclude as follows: 1) Operations banquet section at Hotel UTC Semarang have been very good with shift distribution and also during the event with at least banquet staff taking additional staff to assist operations; 2) The operational constraints of the banquet section at Hotel UTC Semarang are the labor factor and the work experience factor because the lack of human resources and work experience greatly affects the performance of the banquet staff during the high season; 3) With limited human resources, personnel can add auxiliary or casual workers to maximize performance during the high season. Based on interviews with the Food and Beverage Manager, banquet performance is good and optimal based on the quality and quantity of employees. Based on the evaluation of the event committee for good service.

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