

CHAPTER I

INTRODUCTION

1.1 Background of The Study

In Indonesia, the tourism sector is an important economic sector considering that Indonesia has a diversity of cultures and tourism. This is what makes the Indonesian government open up large assets to tourism to attract the attention of foreign and local tourists. Due to the rapid development of tourism, transportation facilities, especially accommodation facilities, have become mandatory standard facilities. With the addition of these facilities, it can add to the selling value of the services provided.

The hotel is a commercially managed building by providing lodging facilities for the public with service facilities. A hotel is a multi-roomed building that is rented out as a place to stay and a place to eat for people on the go, or a form of commercially managed accommodation, provided for everyone to obtain services, lodging, meals and drinks.

The hotel provides services and facilities due to tourism activities. The hotel as a provider of temporary housing for tourists and provides facilities that are able to give a positive impression to visitors. This can be an attracting factor for tourists and has a considerable influence in increasing the development of tourism and the regional economy.

Various reasons make people stay or spend time in hotels such as for business purposes, vacations, just looking for a different atmosphere, and others. For the convenience of guests, the hotel always provides the necessary needs. One of them is basic needs in the form of food and drinks. In this case, the Food and Beverage Product Department is the part responsible for meeting the needs and satisfaction of guests in terms of serving food and beverages.

The Food and Beverage Product Department is one of the most important departments in a hotel, because the Food and Beverage Product Department is responsible for the processing of food and beverages that are served to guests staying at the hotel or guests who only visit at food and beverage outlets in the hotel. In addition, Food and Beverage also has a function as an increase in hotel revenue outside of room sales revenue. Because many guests who visit the hotel only buy food and drinks at food and beverage outlets located in the hotel without renting a room first.

Because every guest who comes to the hotel to enjoy their rest time, of course, requires complementary food or it can be called desserts that are suitable for consumption when relaxing. Then the hotel produces the food in the Food and Beverage Product Department in the pastry kitchen section.

1.2 Benefit Of Training

1.2.1 Benefit of Student

1. Learning new soft skills and hard skills
2. Providing a place for practicing their knowledge and skills
3. Learning new cooking techniques and how to work efficiently

1.2.2 Benefit of Hotel

1. Evaluating student's working performance
2. Gaining new experience for entering working fields in the future
3. Helping student to socialize with others in same working fields

1.2.3 Benefit of OTTIMMO

1. Providing OTTIMMO information on how to perform in hospitality to be better prepared in the future