

LAMPIRAN

Lampiran 1: *On The Job Training Certificate*



Lampiran 2: *Sheraton Mustika Resort and Spa Yogyakarta*

2.1 Gambar Depan



2.2 *Outdoor Taman Sari Pool*



2.3 Lagoon Access Room



Lampiran 3: Banquet

3.1 Grand Ballroom



Lampiran 4: *Androwino Bistro restaurant*

4.1 *Androwino Bistro restaurant*



4.2 *Breakfast Buffet*



4.3 *Traditional corner*



4.4 Menangani *Breakfast*



4.6 Breakfast Menu

BREAKFAST SET

Indonesian Breakfast 155.000

Chilled Juices

Orange, kiwi, soursop, mango, apple

Pilihan jus buah-buahan, jeruk, kiwi, sirsak, mangga, apel

Fresh Fruit Platter

Aneka irisan buah segar

Bubur Ayam

Rice porridge with shredded chicken, cakwe and spring onion

Bubur ayam disajikan dengan irisan ayam, cakwe dan daun bawang

or

Nasi Goreng

Fried rice with shredded chicken, shredded fried egg, beef floss served with shrimp cracker and pickle

Nasi goreng dengan irisan ayam, irisan telur dadar, abon sapi disajikan dengan kerupuk dan acar

Coffee

Decaff coffee or Regular coffee

or

Tea

Decaff Tea or English Breakfast Tea or Jasmine Tea or Java Black tea

Continental Breakfast 120.000

Chilled Juices

Orange, kiwi, soursop, mango, apple

Pilihan jus buah-buahan, jeruk, kiwi, sirsak, mangga, apel

Natural, Fruit Yoghurt or Low Fat Yoghurt

Aneka pilihan yoghurt

Fresh Fruit Platter

Aneka irisan buah segar

Home Made Fresh Bakery Selection

Croissant, Soft roll, Muffin, Doughnut, Danish, Toast Bread served with choices of jam, marmalade, honey or butter

Coffee

Decaff coffee or Regular Coffee

or

Tea

Decaff Tea or English breakfast Tea or Jasmine Tea or Java Black Tea

or

Hot Chocolate

Coklat panas

American Breakfast 145.000

Chilled Juices

Orange, Kiwi, Soursop, Mango, Apple

Pilihan jus buah-buahan, jeruk, kiwi, sirsak, mangga, apel

Fresh Fruit Platter

Aneka irisan buah segar

Home Made Fresh Bakery Selection

Croissant, soft roll, muffin, doughnut, danish, toast bread served with choices of jam, marmalade, honey or butter

Egg Any Style

Sunny side up, over easy, scrambled, poached, boiled, omelette served with grilled tomato, potato, beef bacon and sausage

Coffee

Decaff coffee or Regular Coffee

or

Tea

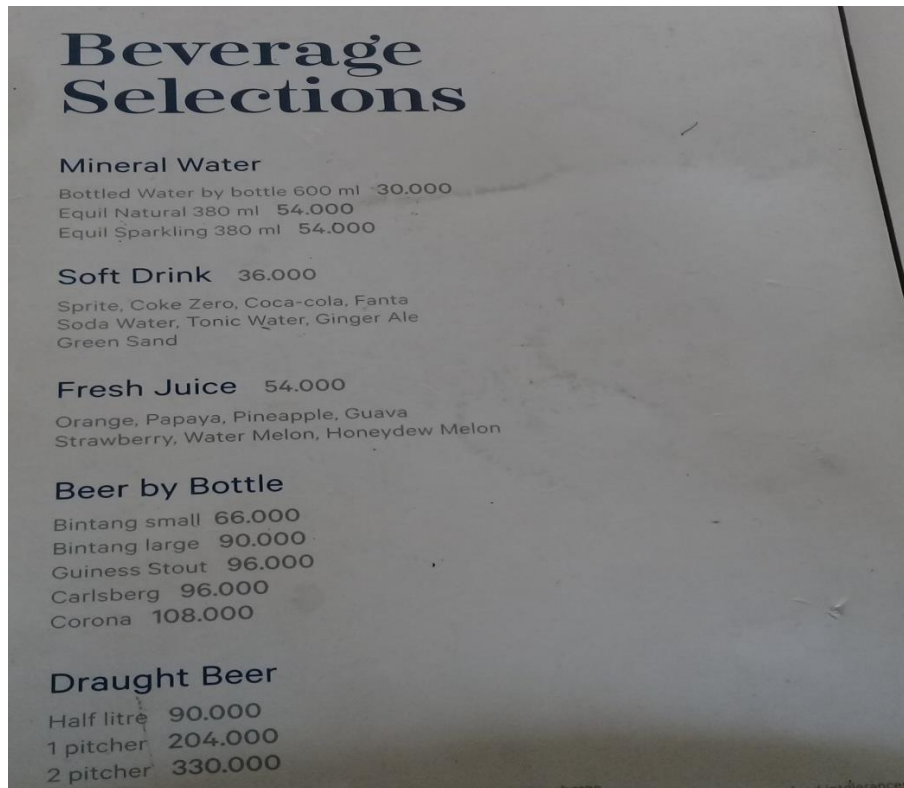
Decaff Tea or English breakfast Tea or Jasmine Tea or Java Black Tea

or

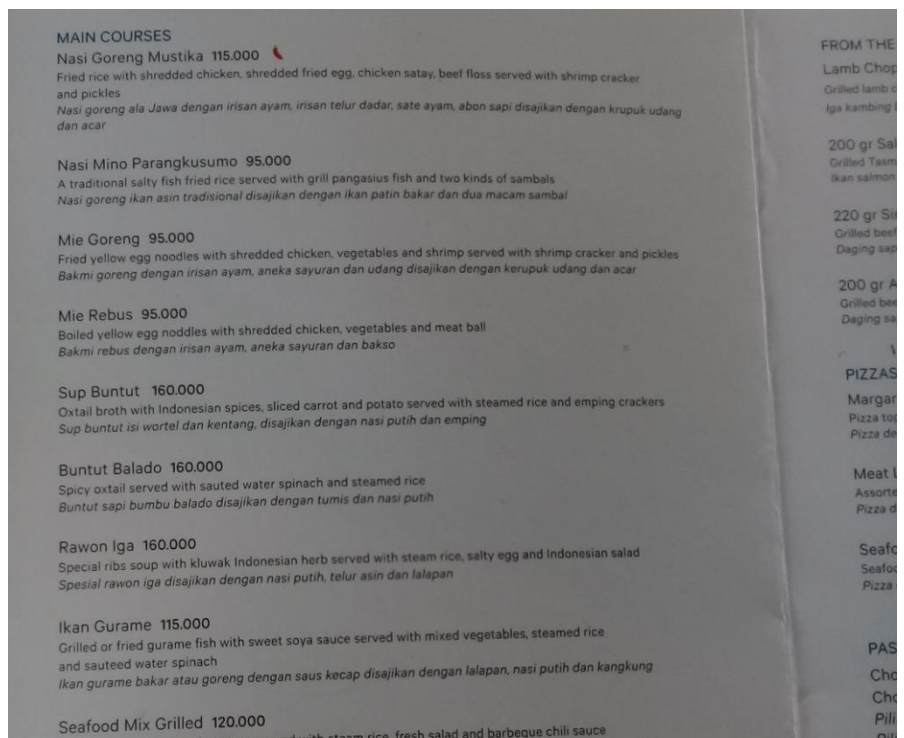
Hot Chocolate

Coklat panas

4.7 Beverage Menu



4.8 Ala Carte Menu



4.9 Promo Of The Month



4.10 Table Set Up for Breakfast



4.11 Service Sequence

Service Sequence

WELCOME

Greet *"Good morning Mrs. Jordan, how are you doing today?"* Associate is polite and maintains a gracious tone

Name Guest name is used as sign of recognition, in a discrete way

Smile Associate makes eye contact and smiles, associate makes a great first impression

Escort While escorting the guest associate keeps a steady pace in front of guest

Enquire *"Would you like to sit at a smoking or non smoking table? Would you like a table by the window or shall I get you a table near the buffet?"*

Introduce Associate introduces buffet signatures

SAMPLE WORDING

Example 1 *"While I escort you to the table please allow me to introduce our buffet offerings."*

Example 2 *"We feature 4 kinds of fresh squeeze juices such as carrot, honey dew melon, cantaloupe and watermelon juice as well as the healthy smoothies to boost your energy."*

Example 3 *"We offer a wide selection of cold cuts, an Asian corner include homemade dim sum and a live Asian noodle station. Fresh bakeries include a large selection of pastries as well as traditional cocktail bun and pineapple bun which is a local authentic specialty."*

