

ABSTRAK

Laporan Tugas Akhir yang berjudul “Peranan Divisi *Pastry and Bakery* Dalam Menangani *Breakfast* Di Novotel Bali Nusa Dua Hotel & Residence”. Yang melatar belakangi penulisan ini adalah cara divisi *pastry and bakery* dalam menangani *Breakfast* oleh divisi *pastry and bakery* di Novotel Bali Nusa Dua Hotel & Residence. Tujuan penulisan ini untuk mengetahui bagaimana peranan divisi *pastry and bakery* dalam menangani breakfast di Square Restoran Novotel Bali Nusa Dua Hotel & Residence. Dalam penulisan Tugas Akhir ini menggunakan metode pengumpulan data dengan cara wawancara, observasi, dan dokumentasi. Data yang di peroleh selanjutnya di analisis menggunakan Teknik analisis Deskriptif. Berdasarkan hasil penelitian dapat disimpulkan bahwa pada saat *low season* peranan divisi *pastry and bakery* bisa menhandel *breakfast* dengan baik, tetapi tidak pada saat *high season* peranan divisi *pastry and bakery* mendapatkan masalah karena kurangnya SDM yang *incharge* di Square Restoran Novotel Bali Nusa Dua Hotel & Residence. Namun masalah itu dapat teratasi dengan turunnya langsung Sr. Sous Chef kami, lalu mengadakan breafing setelah *breakfast close* dan mencari solusi terbaik yaitu perubahan *schedule* dan penambahan SDM sehingga hal tersebut tidak terulang kembali pada saat operasional berlangsung.

Kata Kunci : *Pastry and Bakery, Breakfast, Low Season and High Season*

ABSTRACT

Final Project Report entitled "The Role of the Pastry and Bakery Division in Handling Breakfast During Low Season and High Season at Novotel Bali Nusa Dua Hotel & Residence ". The background of this writing is the way the pastry and bakery division handles Breakfast during low season and high season by the pastry and bakery division at Novotel Bali Nusa Dua Hotel & Residence. The purpose of this writing is to find out the role of the pastry and bakery division in handling breakfast during low season and high season at the Restaurant Square Novotel Bali Nusa Dua Hotel & Residence. In writing this Final Project using data collection methods by means of interviews, observation, and documentation. The data obtained was then analyzed using descriptive analysis techniques. Based on the results of the study it can be concluded that during the low season the role of the pastry and bakery division is able to handle breakfast well, but not during the high season the role of the pastry and bakery division is experiencing problems due to a lack of incharge HR at the Restaurant Square Novotel Bali Nusa Dua Hotel & Residence. However, this problem could be solved by Sr.'s direct descent. Our Sous Chef then held a briefing after breakfast closed and looked for the best solution, namely changing the schedule and adding human resources so that this does not happen again during operations.

Keyword : Pastry and Bakery, Breakfast, Low Season and High Season

