

CHAPTER II

LITERATURE REVIEW

This chapter will follow the definition of each variable, such as student activities, internship program, the definition of the Food and Beverage Service department, duties and responsibilities for implementing training, Food and Beverage Service, and The Onsen Hot Spring Resort Batu City.

2.1 Students' Activities

Student activities are a central aspect of hospitality education, particularly during internships, where students transition from theoretical learning in the classroom to practical work in real-world settings. These experiences serve as a formative period, allowing students to develop critical professional skills, enhance their industry knowledge, and build personal and social competencies essential for careers.

According to the research Ananda & Pradini(2022) Service is an activity performed to meet the needs and desires of customers. In the context of a restaurant, this service is directly provided by the food & beverage service department because they interact directly with guests. The role of food & beverage service is very important in creating customer satisfaction, shaping a positive impression of the service, and strengthening the restaurant's image. This research aims to determine how the role of food & beverage service in providing service can enhance customer satisfaction at Fushimi restaurant located in the Onsen Hot Spring Resort of Batu City.

Experiential learning theory, Kolb(1984), emphasizes that knowledge is constructed through the transformation of experience. In the context of Food and Beverage Service, students engage in direct customer interaction, teamwork, time-sensitive service execution, and adherence to hygiene standards. Such immersive exposure is crucial in developing both hard and soft skills that are not easily acquired in a classroom setting.

Research conducted by Walo(2001) highlights that internships significantly improve students' employability by providing them with workplace readiness, confidence, and problem-solving skills. Students often encounter challenges such as dealing with difficult guests, managing stress during peak hours, and adapting to different management styles, which ultimately contribute to their resilience and professional growth.

Moreover, studies such as those by Zopiatis & Constanti(2007) suggest that students' perceptions of their internship experiences can be either highly positive or negative depending on the quality of mentorship, the organizational culture, and the alignment between academic preparation and real-world expectations. Thus, it is essential for internship providers, such as The Onsen Hot Spring Hotel & Resort, to create a supportive and educationally rich environment that fosters learning and professional development.

2.2 Internship Program

An internship program is an integral component of hospitality education and is often mandated by academic institutions to ensure students gain hands-on experience. These programs are designed to bridge the gap between theoretical frameworks and the demands of the hospitality industry. According to Lam & Ching(2007), effective internship programs provide a structured learning environment where students can apply theoretical knowledge, gain practical skills, and receive constructive feedback from experienced professionals.

Internship programs typically involve a rotation system, where students work in various departments such as housekeeping, front office, and food and beverage. The food and beverage department is particularly valuable for students as it provides direct customer service exposure, which is essential for developing communication, organizational, and problem-solving skills.

At The Onsen Hot Spring Hotel & Resort, the internship program is tailored to immerse students in authentic hotel operations, with a special focus on Japanese-style hospitality. Interns are expected to assist in daily operations, attend briefings, observe professional standards, and participate in service execution under

supervision. The resort's commitment to cultural authenticity and service excellence offers students a unique opportunity to learn about global hospitality standards in a local setting.

2.3 The Definition of Food and Beverage Department

The Food and Beverage Service Department is a crucial division within the hospitality sector, responsible for all aspects related to the preparation, service, and management of food and drink offerings. It contributes significantly to guest satisfaction and is often a major source of revenue for hotels and resorts (Walker, 2017).

The Food and Beverage Service Department encompasses various areas such as restaurants, bars, cafes, banquet halls, and room service. Its primary function is to ensure guests receive high-quality food and beverage services in a pleasant environment. This includes menu planning, procurement of ingredients, kitchen operations, service delivery, and guest relations. The department also plays a pivotal role in branding, as dining experiences often influence a guest's overall impression of the hotel.

In the context of internship training, the Food and Beverage Service department is considered one of the most demanding yet rewarding areas. Students are exposed to fast-paced environments where attention to detail, teamwork, and efficiency are critical. Understanding the functions and structure of this department helps interns appreciate the complexities of hospitality service and prepares them for future roles in the industry.

2.4 Duties and Responsibilities for Implementing Training

The implementation of training in the Food and Beverage Service department requires clear roles and responsibilities for both trainers and interns. Training supervisors or mentors are responsible for delivering onboarding sessions, demonstrating operational standards, monitoring intern performance, and providing regular feedback. According to Baum(2006), effective training should be structured, continuous, and aligned with learning objectives to ensure skill acquisition and competence development.

Interns, on the other hand, are expected to perform a variety of tasks under supervision. These typically include preparing dining areas, setting tables, greeting and serving guests, taking orders, delivering food and beverages, and handling payments. Interns must also comply with health and safety regulations, maintain cleanliness, and adapt to different service styles, such as buffet or à la carte service.

At Onsen Hot Spring Hotel & Resort, interns are also introduced to Japanese service principles such as “Omotenashi,” a philosophy of selfless hospitality. This aspect of training emphasizes respect, attentiveness, and a deep commitment to customer satisfaction. Such cultural immersion adds depth to the training experience, allowing interns to broaden their service perspectives.

2.5 Food and Beverage Service

Food and beverage service is the core function of the Food and Beverage Service department and involves the process of preparing, presenting, and delivering food and drinks to guests (Team Amarthia Blog, 2023). Service quality has been an important subject of research involving food and beverage departments of hotels (AbuKhalifeh & Som, 2012). It includes various types of service methods such as table service, buffet service, room service, and bar service. Each type demands different sets of skills, knowledge, and procedures. For instance, table service requires strong interpersonal skills and attention to guest needs, while buffet service focuses on efficiency and coordination (Lillicrap & Cousins, 2014).

Quality food and beverage service is characterized by punctuality, cleanliness, professionalism, and the ability to anticipate guest needs. Quality of

service and outstanding employee performance also significantly contribute to customer happiness (Abdullah et al, 2023). It also involves collaboration between front-of-house and back-of-house teams, where servers coordinate closely with chefs and kitchen staff to ensure timely and accurate order fulfillment.

Interns participating in Food and Beverage Service gain valuable insights into service sequences, menu knowledge, food presentation, and guest interaction. At the Onsen Hot Spring Hotel & Resort, food and beverage service also includes traditional Japanese elements, such as tea ceremonies, use of specific tableware, and culturally appropriate greetings. These experiences enhance students' understanding of global service standards and the importance of cultural sensitivity in hospitality.

2.6 The Onsen Hot Spring Resort Batu

The Onsen Hot Spring Resort Batu is a premier hospitality establishment located in Batu, East Java, known for its Japanese-inspired architecture and authentic hot spring experience. The resort blends Indonesian hospitality with traditional Japanese aesthetics, offering a unique environment for both guests and hospitality trainees. Facilities include themed rooms, private onsen baths, a Japanese garden, and a restaurant serving Japanese and Indonesian cuisine.

As an internship placement, the Onsen Hot Spring Resort provides students with a rare opportunity to experience international hospitality standards within a local setting. The resort's emphasis on discipline, attention to detail, and cultural authenticity ensures that students are exposed to high levels of professionalism. Interns are involved in various food and beverage operations, including traditional service rituals, special event catering, and guest relations activities.

Furthermore, the resort is committed to fostering the personal and professional development of its interns by assigning them mentors, conducting evaluations, and encouraging feedback. This supportive environment enables students to build confidence, refine their skills, and gain a comprehensive

understanding of what it takes to deliver high-quality service in the hospitality industry.

2.6.1 History of The Onsen Hot Spring Hotel & Resort Batu

The Onsen Hot Spring Resort Batu is one of the premier resort destinations in East Java, Indonesia, known for its authentic Japanese-style hot spring experience. Established in 2018, the resort was inspired by the traditional Japanese concept of “onsen,” which refers to natural hot spring baths typically located in serene, mountainous areas of Japan. The founders envisioned a resort that would not only provide luxury accommodation and wellness facilities but also introduce Indonesian guests to the cultural richness of Japanese hospitality.

Located in Batu City, a region renowned for its cool climate and scenic landscapes, the resort quickly gained popularity among both local and international tourists. The concept of Japanese hot springs combined with traditional Japanese architecture, decor, and food created a hospitality market that differentiated it from conventional resorts in the area. Facilities include authentic onsen pools using natural volcanic water, ryokan-style accommodations, Japanese gardens, tatami rooms, and a Japanese fusion restaurant.

Since its opening, the Onsen Resort has positioned itself as both a tourist destination and a learning hub. It has partnered with hospitality schools and universities across Indonesia to offer internship opportunities, especially in departments like Food and Beverage. The resort’s mission is to blend leisure with cultural experience, while also supporting hospitality education through structured internship programs. By combining Indonesian warmth with Japanese precision, The Onsen Hot Spring Hotel & Resort Batu has established itself as a unique and reputable player in the regional hospitality industry.

2.6.2 Onsen Hot Spring Resort Structure – Food and Beverage Department

The Food and Beverage Service plays a vital role in the hospitality industry, contributing significantly to customer satisfaction and the overall guest experience. According to Jones & Brown(2019), the Food and Beverage Service department is responsible for delivering high-quality meals and drinks while ensuring efficient

service and a welcoming atmosphere. This department includes various roles, such as servers, bartenders, kitchen staff, and managers, all working in coordination to provide seamless dining experiences.

Food and beverage service is one of the service businesses whose main task is to serve food and beverages to consumers. This service business has the main orientation to provide satisfaction to customers when enjoying food and beverages in terms of serving services.

In the context of resort settings, Food and Beverage Service also reflects the cultural identity and thematic concepts of the establishment. The Onsen Hot Spring Resort Batu City exemplifies this through its Japanese-inspired cuisine and traditional dining experiences. As highlighted by Smith and Johnson(2020), aligning the Food and Beverage offerings with the resort's ambiance enhances guest immersion and satisfaction, making the Food and Beverage Service a crucial part of the overall hospitality experience.

The duties and objectives of Food & Beverage Service include: Providing and offering existing food and beverage menus to customers, increasing customer satisfaction by providing the best service, and obtaining financial benefits or profits for the Food and Beverage industry.

The Food and Beverage Department at The Onsen Hot Spring Hotel & Resort Batu is a well-organized division designed to deliver excellent dining experiences while upholding the values of Japanese service philosophy. This department plays a critical role in enhancing guest satisfaction through the preparation and service of high-quality food and beverages. It also serves as a training ground for hospitality students who seek to learn operational standards and international service etiquette.

The structure of the Food and Beverage Service Department typically follows a hierarchical format, enabling effective coordination and task delegation. Below is a general outline of the organizational structure within the Food and Beverage Service Department at The Onsen Hot Spring Resort:

- Food and Beverage Manager

The Food and Beverage Manager oversees the entire Food and Beverage operations within the resort. Their responsibilities include supervising staff performance, ensuring food quality, managing budgets, planning menus with the executive chef, and upholding hygiene and safety standards. The Food and Beverage Manager also plays a key role in coordinating with the Human Resource Department regarding internship training schedules and evaluations.

- Restaurant Supervisor / Outlet Manager

Reporting directly to the Food and Beverage Manager, the Restaurant Supervisor is responsible for daily restaurant operations. This includes handling reservations, managing service flow, supervising service staff, resolving guest complaints, and maintaining high service standards. The supervisor also acts as a mentor to interns, providing them with guidance and performance feedback.

- Service Staff (Waiters/Waitresses)

These are front-line employees who interact directly with guests. Their duties involve setting up dining areas, taking and serving orders, offering menu recommendations, and ensuring that guests have a satisfying dining experience. Interns often work closely with service staff to learn customer service protocols, order-taking, and food-handling procedures.

- Kitchen Staff

While the kitchen team is technically a part of the culinary division, they collaborate closely with the Food and Beverage Service department to ensure timely and high-quality food delivery. Interns may occasionally observe or assist in back-of-house operations for cross-training purposes.

- Bar and Beverage Attendants

If the resort operates a beverage service area or offers specialty drinks (such as Japanese tea, sake, or mocktails), beverage attendants manage this section. They

are trained in mixology, tea service, and beverage presentation. Interns interested in beverage service can gain exposure to both traditional Japanese drink service and modern beverage trends.

- Interns / Trainees

Hospitality students placed in the Food and Beverage Service Department are considered trainee staff. They work under supervision and are rotated through various roles, including host/hostess, runner, busser, server assistant, and sometimes back-of-house support. Their responsibilities vary based on their skills, learning objectives, and the resort's operational needs. Interns are evaluated based on punctuality, teamwork, communication, and service execution. All of the explanations above come from one source, namely (Hotel Onsen, n.d.).

The Food and Beverage Service Department's structured environment ensures a clear distribution of responsibilities and encourages collaboration. This structure not only supports efficient service delivery but also creates a nurturing learning space for interns. By participating in a real-world hospitality setting, students gain insight into leadership roles, operational systems, and service dynamics, preparing them for future careers in the industry.