

CHAPTER II

LITERATURE REVIEW

This chapter presents some theories related to the research. It is about taking order techniques and speaking skills.

2.1 Definition of Taking Order

Taking Order is part of the service usually carried out in room service, restaurants, bars, and banquets or is generally interpreted as the activity of receiving and recording food and beverage orders which will be forwarded to related sections, including kitchen, bar, and cake according to Bagyono (2006) in Putra, (2018). Taking orders is carried out by servers who take orders and are called order takers (Fitriyani et al, 2018). In addition to mastering foreign languages, especially English, an order taker must know food & beverage knowledge, master the techniques of selling techniques in writing the order, and have a good memory (Putra, 2018). Taking orders is a sales technique that fulfils customer orders according to their needs (Halyati. 2017). The sales technique is efficient because if the product ordered by the customer is ready to be served, and if the product ordered is empty, the waiter/ess can immediately inform the customer (Cristianto, 2018). Apart from providing accurate information about all the food and beverages available and listed on the menu, taking orders also has the aim of increasing sales, increasing revenue, and increasing profits (Intan, Hartono, 2022)

2.1.1 Procedure of Taking Orders in Restaurants and Bars

1. Receive

Receiving an order is the first thing an order taker does after welcoming guests and giving a menu book. An order taker must be on standby to bring the captain's order and pen before approaching the guest's table because the order taker does not know when the guest will call to order food (Cristianto, 2018).

2. Record orders

The second thing the order taker must pay attention to is recording orders. Before recording an order, several points must be made by the order taker, such as asking if the guest has any food allergies. The order taker must also record in the captain's order the date, time of order, number of guests ordering, table number, and name of the order taker responsible for guest orders to facilitate the posting process. Writing orders for food and beverages must be separated in the captain order, as writing for food is above and writing for beverages is below. This is intended to make work easier during distribution because captain orders usually come in three or four copies of paper of different colours. Currently, the order taker usually does up-selling on several menus. Before distribution, the order taker must ensure that the order ordered by the guest is correct by repeating the guest's order (Cristianto, 2018).

3. Distributing

Distribution is something that must be done after receiving and recording orders. Three or four copies of the captain's order in different colors will be distributed to each outlet to facilitate order processing. One sheet is distributed to the kitchen to manage food orders, another sheet is distributed to the bar to manage beverage orders, and the other two sheets are to be submitted to the accounting and filing department of the Food and Beverage Service (Cristianto, 2018).

2.1.2 Procedure of Taking Orders in Room Service

(Intan, Hartono, 2022) States taking orders at room service is also carried out by order takers, and the procedure is like taking orders at restaurants and bars. Some of the main points that need to be considered when taking orders at room service include:

1. The phone must be picked up before the third ring.
2. Greeting.
3. Record the order in the captain's order.
4. Upselling.

5. Repeating orders.
6. Ask the guests' preferred payment method.
7. Distributing.

2.1.3 Procedure of Taking Orders in Banquet

A banquet is one of the Food and Beverage Department's services, an event or activity planned and ordered by the party concerned through the room to use, event equipment, and food and beverage Melasari (2021). Taking orders at banquets is usually carried out by the Sales and Marketing Department and submitted to the Food and Beverage Service Department for section banquets (*Intan, Hartono, 2022*) In taking a banquet order, a Banquet Event Order (BEO) will usually be issued, and its notes made so that all departments know the details of the upcoming event, thereby minimizing errors in the field (Mulyono et al, 2013). Things to consider in the Banquet Event Order (BEO) include the following:

1. Name and person in charge of the sales account.
2. Date and time of the event.
3. Total pax.
4. Company.
5. PIC.
6. Equipment request: layout, room decoration, and other equipment, such as a sound system.
7. Menu and the desired type of service.

8. Schedule of events.

9. Payment.

2.2 Speaking Skill

Speaking skills are one of the four language skills that have an essential role in communication activities. Through good speaking skills, communication that is carried out will also go well (Rahmawati., 2016). Speaking skills are also one of the things that every individual needs in the current era of globalization, starting from the world of education, the needs of the world of work, industry, tourism, and others (Putra, 2018). For example, this research involves speaking skills in its activities for the smooth running of its work.

2.2.1 Speaking Skills Component

There are many factors of difficulty in honing speaking skills. (Nunan 1999 in Ristanti, 2019) states, for this reason, several components that can overcome problems in honing speaking skills are as follows:

1. Understanding

Understanding is essential in speaking because, in a conversation, we must understand what is discussed. After all, this aims to receive and manage information from the speaker easily.

2. Grammar

Grammar is the research of words, which are the structural rules for constructing sentences. By using the correct structure, sentences will be perfect.

3. Vocabulary

Vocabulary is the words needed to speak and one of the keys to expressing something, feelings, or thoughts in written or oral form. One of the keys to successful communication is increasing memorisation and understanding of the daily vocabulary.

4. Pronunciation

Pronunciation is the way the sound of a language is pronounced. Pronunciation is essential because if you mispronounce a word, only one consonant or vowel letter in a word can make a mistake in meaning.

5. Fluency

Fluency in speaking is a skill that can be understood by both the listener and the speaker himself.

2.2.2 Speaking Skills Problem

1. Linguistic Aspect

Linguistic Aspect includes vocabulary, pronunciation, and grammar (Putra, 2018). Each individual often experiences difficulties

understanding new vocabulary and choosing the right words in specific contexts. In addition, it is difficult to understand differences in spelling and pronunciation contexts, as well as a need to understand grammar which has many settings for its use, making it an obstacle in practicing speaking skills.

2. Non-Linguistic Aspects

This aspect includes self-confidence, anxiety, and topic mastery. Every individual often feels less confident and anxious to speak for fear of making mistakes, especially if they do not understand the discussed topic (Astuti, Pusparini, 2019).

