



STIPRAM

Sekolah Tinggi Pariwisata Ambarrukmo Yogyakarta



Yogyakarta, 05 April 2024

No. : 85/SKTMC/A/STIPRAM/BI/IV/2024

Kepada Yth.
Kepala SMKN 1 Slahung
Ponorogo, Jatim
Cq. Ibu Dwi Damayanti, S.Pd.

Hal : Konfirmasi Table Manner Course.

Dengan hormat.

Kami Sekolah Tinggi Pariwisata Ambarrukmo (STIPRAM) Yogyakarta mengucapkan terima kasih atas kepercayaan Bapak/Ibu kepada kami.

Sehubungan dengan Surat No: 422/580.2/101.6.19.23/2023 mengenai Permohonan Table Manner Course yang akan diselenggarakan di Sekolah Tinggi Pariwisata Ambarrukmo Yogyakarta pada tanggal 30 April 2024, dengan harga Rp.150.000,-/pax, menu :

FRUIT SALAD
CREAM OF CORN & MUSHROOM SOUP
Bread & Butter
CHICKEN STEAK BLACK PEPPER SAUCE
FF Potatoes
Asst. Vegetables
GREEN SALAD
RED VELVET
COFFEE/TEA

Demo : Folding Napkin, Cooking, Mocktail Jugling, Making Bed, Hotel Tour/Campus Tour

Demikian konfirmasi kami, apabila Bapak / Ibu memerlukan keterangan lebih lanjut mohon tidak segan – segan menghubungi kami tlp. 0274-485650, fax 0274-485214, email stipram@yahoo.com, stipram@gmail.com.

Terima kasih atas perhatian dan kerjasamanya.

Hormat kami,
Ketua STIPRAM,

Dr. Sukendroyono, SH.,MM.,M.Par.CHE.,CGSP.



STIPRAM

Sekolah Tinggi Pariwisata Ambarrukmo Yogyakarta



SURAT TUGAS

No : 211/ST/A.1/STIPRAM/IV/2024

Ketua Sekolah Tinggi Pariwisata Ambarrukmo Yogyakarta, menugaskan kepada :

1. Nama : Deni Dwi Ananti.,M.Par.,CHE
Jabatan : Ketua Program Studi D III Perhotelan
Alamat : Jl. Ahmad Yani , Ring Road Timur, Modalan, Banguntapan , Bantul, Yogyakarta

Untuk menjadi Narasumber dalam acara Table Manner Course SMK NEGERI 1 SLAHUNG yang akan dilaksanakan pada :

- Hari : Selasa
Tanggal : 30 April 2024
Tempat : Nusantara Restaurant STIPRAM

Demikian surat tugas ini diberikan agar dapat dilaksanakan dengan penuh tanggung jawab.

Yogyakarta, 26 April 2024


Dr. Suhendroyono, SH, MM., M.Par., CHE., CGSP

DAFTAR TAMU TABLE MANNER
SMK NEGERI 1 SLAHUNG, PONOROGO, JAWATIMUR
SELASA, 30 APRIL 2024

NO	NAMA	KELAS	TABLE NUMBER	TANDA TANGAN	
41	NADIA KUSNUL KASANAHA	X KULINER 2	1	41	
42	NADIAH AYU BERLIANTI	X KULINER 2	1		42
43	NADIEN GEISHA AYUSTIN	X KULINER 2	1	43	
44	NAJAH MAHFUZAH KHOIRUNNISA	X KULINER 2	1		44
45	NATHASYA EKA MICHAELLA PUTRI MEILA	X KULINER 2	1	45	
46	NIKEN NUR AINI	X KULINER 2	1		46
47	NOVITA AYUNINGRUM	X KULINER 2	4	47	
48	NYANIK FEBRIANA TRI WULANDARI	X KULINER 2	4		48
49	PUTRI AZALIA EKA ARDININGRUM	X KULINER 2	4	49	
50	QEZA PRAMESYA NOVELA PITALOKA	X KULINER 2	4		50
51	RARAS JANATUN MAFIROH	X KULINER 2	4	51	
52	RASYID MOMAMMAD AKBAR	X KULINER 2	4		52
53	REZA SEPTIA WARDANI	X KULINER 2	5	53	
54	RISMA EKA NUR CAHYANI	X KULINER 2	5		54
55	SALMA PUTRI AYU ANANDITA	X KULINER 2	5	55	
56	SEPTIA LAURA CAROLINE	X KULINER 2	5		56
57	SITI HABIBAH QALBIYAH	X KULINER 2	6	57	
58	SITI HERI NUR AINI	X KULINER 2	6		58
59	SRI WINIH	X KULINER 2	6	59	
60	SUCI MIFTAQL JANAH	X KULINER 2	6		60
61	TETIEN MARDIANA	X KULINER 2	6	61	
62	TITIAN RISNA WARDHANI	X KULINER 2	6		62
63	TSANIYAATUN NISSAA	X KULINER 2	7	63	
64	VALENTINO FEBRIAN PRATAMA	X KULINER 2	7		64
65	VINKA AYUSTIA	X KULINER 2	7	65	
66	WAHYU PUTRA PRATAMA	X KULINER 2	7		66
67	WINDA RAHMAWATI	X KULINER 2	8	67	
68	YOHANA MARSELA DEWI	X KULINER 2	8		68
69	ZAINAL PARUF	X KULINER 2	8	69	
70	ZAYANI SHEILA WATI	X KULINER 2	8		70
X (71)	TITIN ROHMANIYAH, S.Pd	KAKOMLI	2	(71)	
72	DWI DAMAYANTI, S.Pd	WALI KELAS	2		72
73	WAHYU SRI UTAMI, S.Pd	WALI KELAS	2	73	
X (74)	FAJAR KURNIAWAN, S.Pd, M.Pd	WAKA. SARPRAS	3		74
(75)	MISIYAM, S.Pd	GURU BK	3	75	
76	MISTININGSIH, S.Pd	GURU KULINER	3		76
77	DWI MURCAHYANI, S.Pd, M.Pd	WAKA HUMAS	2	77	
78	Mur Hidayah		3		78
79	Andri. S		3	79	
80					80

DAFTAR TAMU TABLE MANNER
SMK NEGERI 1 SLAHUNG, PONOROGO, JAWATIMUR
SELASA, 30 APRIL 2024

NO	NAMA	KELAS	TABLE NUMBER	TANDA TANGAN
1	ADI SAPUTRA	X KULINER 1	9	1 <i>Adi</i>
2	ALFA DANIEL ARYA PRADEZTA	X KULINER 1	9	2 <i>Alfa</i>
3	ALFARA FITRIA ARDIANI	X KULINER 1	9	3 <i>Alfa</i>
4	ALIKA IHSANIHA NARISTI	X KULINER 1	9	4 <i>Al</i>
5	ARI FIO CAHYO YUWONO	X KULINER 1	10	5 <i>Fuo</i>
6	ARINDA AULIA ILMI	X KULINER 1	10	6 <i>AAA</i>
7	ARINI DWI PUSPITASARI	X KULINER 1	10	7 <i>CA</i>
8	ASTIN PUJI LESTARI	X KULINER 1	10	8 <i>Pal</i>
9	AULIA RAHMA AYU PERTIWI	X KULINER 1	11	9 <i>A</i>
10	AZIZAH DWI FARAYA	X KULINER 1	11	10 <i>Ad</i>
11	BRIYAN AKBAR MAULANA	X KULINER 1	11	11 <i>Brian</i>
12	CAHAYA SUKMA ATMAJA	X KULINER 1	11	12 <i>Ca</i>
13	DEA APRILIA CINTIA SARI	X KULINER 1	11	13 <i>CA</i>
14	DELA AYU ARISSTIA	X KULINER 1	11	14 <i>Del</i>
15	DERILYAS NAESAR YUAN YUNAN F K	X KULINER 1	12	15 <i>Der</i>
16	DEWI PUSFITA	X KULINER 1	12	16 <i>Dev</i>
17	DIKA APRILIA	X KULINER 1	12	17 <i>Di</i>
18	DISA LIA AGUSTINA	X KULINER 1	12	18 <i>Dis</i>
19	EKA JULIANA	X KULINER 1	12	19 <i>Eka</i>
20	ELSA RINA SUGIYANI	X KULINER 1	12	20 <i>Elsa</i>
21	ERICO VICZEN KEIDANA SENDY	X KULINER 1	13	21 <i>Eri</i>
22	FANNY HANDAYANI	X KULINER 1	13	22 <i>Fan</i>
23	FISKA DWI MAY RISNAWATI	X KULINER 1	13	23 <i>Fiska</i>
24	FITRIA NANDA	X KULINER 1	13	24 <i>Fit</i>
25	FITRIA OKTAVIA	X KULINER 1	13	25 <i>Fit</i>
26	FITRIA RAHMADHANI	X KULINER 1	13	26 <i>Fit</i>
27	HELMINDA PUTRI NURIANA	X KULINER 1	14	27 <i>Hel</i>
28	IBNU FUAD NUR AMADANI	X KULINER 1	14	28 <i>Ibn</i>
29	ICHA RAHMADANI	X KULINER 1	14	29 <i>Icha</i>
30	IMROATUL HASANAH	X KULINER 1	14	30 <i>Im</i>
31	KATON GINANJAR	X KULINER 1	15	31 <i>Kat</i>
32	KEIZSA ANDREA RISSA	X KULINER 1	15	32 <i>Kei</i>
33	KHITMATUL SALSA BILA ROSIDA	X KULINER 1	15	33 <i>Khi</i>
34	KHOTI'IN NAFAROH	X KULINER 1	15	34 <i>Kho</i>
35	LAURENTYA SELLY MONICA	X KULINER 1	15	35 <i>Lat</i>
36	MAHMUD IMAM FAJAR SUBEKY	X KULINER 2	15	36 <i>Mah</i>
37	MITTA KUL KASANAH	X KULINER 2	2	37 <i>Mit</i>
38	MOH.TIO AFKAR	X KULINER 2	2	38 <i>Moh</i>
39	MUHAMMAD FATRURRAHMAN	X KULINER 2	3	39 <i>Mu</i>
40	NADIFA RAHMA DEWANTI	X KULINER 2	3	40 <i>Nad</i>



INTRODUCTION TO THE HOSPITALITY INDUSTRY

A Closer Look at the World of Hospitality

Deni Dwi Ananti

Presenter

INTRODUCTION TO THE HOSPITALITY INDUSTRY

Understanding the Basics



Vast and Diverse

Hospitality industry encompasses various sectors such as hotels, restaurants, travel, and tourism.



Customer-focused

Hospitality industry revolves around providing exceptional service and creating memorable experiences for guests.



Global Impact

The hospitality industry plays a significant role in the global economy, generating employment and promoting tourism.



THE IMPORTANCE OF GROOMING IN HOSPITALITY

Making a Lasting Impression

Professional Image

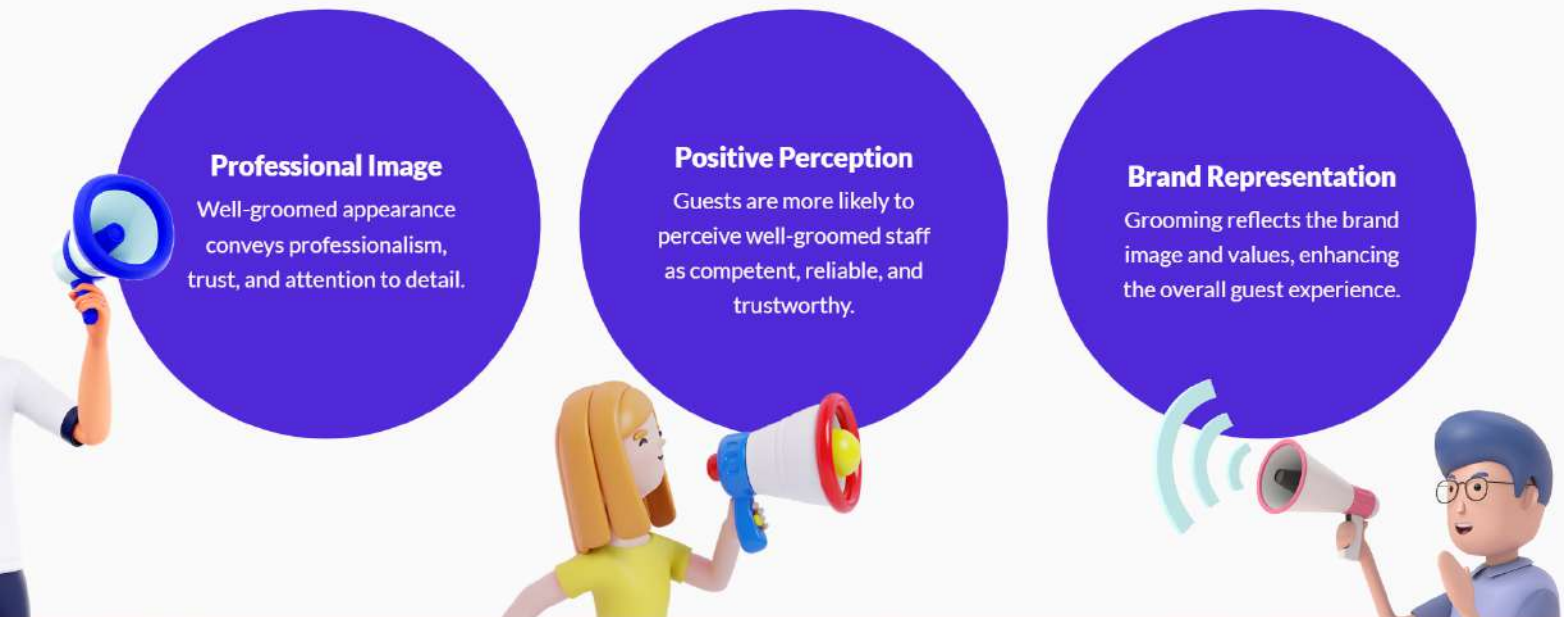
Well-groomed appearance conveys professionalism, trust, and attention to detail.

Positive Perception

Guests are more likely to perceive well-groomed staff as competent, reliable, and trustworthy.

Brand Representation

Grooming reflects the brand image and values, enhancing the overall guest experience.



KEY ELEMENTS OF A WELL-GROOMED APPEARANCE

Attention to Detail

Polished Shoes

Ensuring shoes are clean, polished, and in good condition to complete the overall professional look.

03

Personal Hygiene

Maintaining cleanliness and freshness through regular bathing, oral care, and grooming practices.

01

Neat and Clean Uniform

Wearing a well-fitted, clean, and wrinkle-free uniform that represents the brand's standards.

02



DRESS CODE STANDARDS FOR HOSPITALITY PROFESSIONALS

Maintaining a Professional Image

Uniform Guidelines

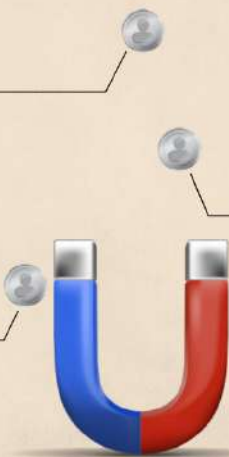
Following the prescribed uniform code, including specific attire, colors, and accessories.

Special Occasions

Dressing appropriately for special events or occasions, aligning with the brand's dress code.

Personal Grooming Standards

Adhering to grooming policies regarding hairstyles, facial hair, makeup, and jewelry.



GROOMING TIPS FOR HAIR AND MAKEUP

Enhancing the Overall Appearance

Haircare

Maintaining clean, well-groomed hair, styled in a way that is appropriate and professional.

Grooming for Men

Proper grooming for men includes well-trimmed facial hair and neat hairstyles.



Makeup

Using makeup to enhance natural features while maintaining a polished and professional look.

MAINTAINING A CLEAN AND NEAT UNIFORM

Representing the Brand

Regular Cleaning

Cleaning uniforms regularly to ensure they are fresh, stain-free, and well-maintained.



Proper Storage

Storing uniforms in a clean and organized manner to avoid wrinkles and damage.



Quick Replacements

Promptly replacing damaged or worn-out uniforms to maintain a professional appearance.



ETIQUETTE AND BODY LANGUAGE IN THE HOSPITALITY INDUSTRY

Creating a Positive Impression

Polite and Respectful

Using courteous language and displaying respectful behavior towards guests and colleagues.



Active Listening

Attentively listening to guests, acknowledging their needs, and responding appropriately.



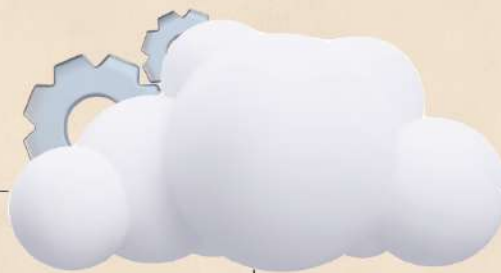
Non-Verbal Communication

Maintaining good posture, making eye contact, and using appropriate gestures and facial expressions.



PERSONAL HYGIENE PRACTICES

Promoting Cleanliness and Well-being



Hand Hygiene

Regularly washing hands with soap and water or using hand sanitizers to prevent the spread of germs.



Oral Care

Maintaining oral hygiene by brushing teeth, using mouthwash, and practicing good dental care.



Fragrance Management

Using subtle and pleasant fragrances while avoiding overwhelming scents that may disturb others.

IMPRESSING GUESTS WITH PROFESSIONAL GROOMING

Enhancing Guest Experience

First Impressions

Creating a positive first impression through a well-groomed appearance, setting the tone for exceptional service.

01

Attention to Detail

Demonstrating attention to detail in grooming enhances the overall guest experience and satisfaction.

03



Confidence and Trust

Instilling confidence and trust in guests through a professional appearance and demeanor.

02

THE IMPACT OF WELL-GROOMED STAFF ON CUSTOMER SATISFACTION

Driving Customer Loyalty

Positive Perception

Well-groomed staff are perceived positively, leading to increased customer satisfaction.



Enhanced Service Experience

Professional grooming contributes to a more enjoyable and memorable service experience for guests.



Repeat Business

Satisfied guests are more likely to become repeat customers and recommend the establishment to others.





x

TAKE CHARGE OF YOUR GROOMING

Elevate your appearance to excel in the hospitality industry