APPENDICES
1. When is Novotel Semarang built?
2. What are Vision and Mission of Novotel Semarang?
3. How is important Food and Beverage Service in Novotel Semarang?
4. Is there any special method which given by Food and Beverage Department to attract many guest to come in Square Restaurant?
5. What is the method which used by Food and Beverage Department to attract the guest to come in Square Restaurant?
6. What is the important of Food and Beverage Department in giving the service method which must be implemented in Square Restaurant?
DAFTAR PERTANYAAN

1. Sejak kapan tepatnya Novotel Semarang berdiri?

2. Apa visi dan misi Novotel Semarang?

3. Seberapa penting Food and Beverage Department berperan di Novotel Semarang?

4. Apakah ada cara khusus dari Food and Beverage Department untuk menarik tamu untuk dating ke Square Restaurant?

5. Apa metode yang digunakan Food and Beverage Department untuk menerik tamu ke Square Restaurant?

6. Apa pentingnya Food and Beverage Department memberikan metode pelayanan untuk diterapkan di Square Restaurant?
JAWABAN

1. 1982

2. The Vision of Novotel Semarang
   a. To become the best investment for its shareholders
   b. To offer the best service for its customer
   c. To be the best employer for its employees

The Mission of Novotel Semarang

The mission of Novotel Semarang is to give total service, especially the quality and the satisfaction of the customer with the professional staffs who have dedication and are able to develop Novotel Semarang.

3. Food and Beverage is important for developing Novotel hotel because Food and Beverage Service can give much income besides room selling, and can attract many customers to come in Square Restaurant.

4. Food and Beverage Department in Square Restaurant uses some method to attract the customer to come in Square Restaurant.

5. The method uses in Square Restaurant are: Buffet, special service arrangement, waiter/waitress.

6. The important is to attract many customers and to give much income to hotel beside room selling.