**THE COMPATIBILITY ANALYSIS OF COMPETENCYIN VOCATIONAL HIGH SCHOOL**

NgabdulMunif**1** and EndangMulyatiningsih**2**

**1,2**Department of Culinary Engineering Education., Universitas Negeri Yogyakarta, Indonesia

E-mail: [ngabdulmunif01@gmail.com](mailto:ngabdulmunif01@gmail.com)

**Abstract.**This study was purposed to obtain information about (1) the competency standard of the waiter in the vocational school, (2) the competency standard of the waiter in the hotel restaurant, (3) the competencies carried out in vocational schools but not needed by the hotel restaurant industry, (4) competencies needed by the hotel but not carried out in vocational schools, and (5) the conformity between competency standard in vocational schools with industry competency standard.The nature of this research was a content analysis research. Data collecting methods were documentation. The data analysis technique used was quantitative and qualitative descriptive analysis. The results of the study showed that (1) the waiter competencies taught in the school were 43 competencies. (2) The hotel restaurant waiter's competencies were 32 competencies. (3) The competencies carried out in vocational schools but not carried out in hotels were 14 competencies. (4) The competencies carried out in hotel restaurants but not taught in vocational schools were 11 competencies. (5) The match between the competence of the waiter in the school with competence in the restaurant was 74.4%. Learning the competence of waiters in schools is still dominated by theory and lack of student practice hours

1. **Introduction**

Indonesia is one of the tourist destinations in the world that has a variety of natural and cultural resources. The tourism sector is one of the biggest sectors of employment in absorbing labor so that it becomes one of the 5 sectors that are the development priorities in 2017. The tourism sector is one of the important and influential economic sector economy of Indonesia [1].

The tourism employment provides access to multiple social networks, which subsequently supports the improvement[3]**.** The tourism sector in Indonesia is the easiest and cheapest sector in absorbing employment by contributing 10%of the national gross domestic product (GDP), the highest nominal in ASEAN and contributing 9.8 million jobs or 8.4% [2]. At the beginning of 2016 countries in ASEAN began officially making an agreement on the ASEAN Economic Community (AEC) which aims to collaborate in economics, politics, and culture. The tourism sector is one sector that needs to be improved to be able to compete in the AEC so that it can become a core economy in Indonesia.

The development of the tourism sector in Indonesia can be seen from the increase in the number of visitors to foreign tourists coming to Indonesia by 15.21 percent in June 2018 compared to foreign tourist arrivals in June 2017 at 1.14 million visits to 1.32 million visits. The number of accommodation businesses that are increasing in 2018 according to the Central Statistics Agency (BPS) has recorded 28,230 accommodation businesses and as many as 11.74 percents are star hotels. Tourist services need to be continuously improved to provide satisfaction, especially in overnight services, so that they will provide comfort for tourists.

Hotels are part of the business of providing lodging services to provide convenience for guests, visitors or tourists who come. Hotel comfort not only lies in the service of the room but also the service of eating and drinking because many tourists who come to visit the hotel are not just staying but also to enjoy dishes that are in the hotel restaurant. The hotel restaurant is part of the Food and Beverage Department which is one of the main revenue of the hotel besides providing lodging accommodations. The most popular survey result for creative businesses is culinary [3]. The location of a restaurant hotel can be significant factor in securing a sufficient volume of demand for each meal period [4].

The food and drink service in the hotel restaurant is inseparable from the important role of a waiter. A waiter is a person who is in charge of serving food and drinks in restaurants and even as a liaison of direct communication between guests and the hotel. The role of waiters in the Food and Beverage Department section in making guests feel comfortable. Restaurant operators need to create a pleasant servicescape and provide excellent service to their customers [5]. Ttrend that people are now looking for food not only in terms of taste but also based on the quality of all services in the restaurant the hotel [6].Quality of service increases customers’ satisfaction level, and customers’ perception of the reasonable price enhances the effect of quality of service on customer satisfaction [7]. Therefore, to support the restaurant business, it requires a lot of competent waiters who have competency certificates. After obtaining a competency certificate, the waiter gets professional recognition in their field.

The progress of 21st-century technology has an impact on the workforce to be able to use technology in the workplace. Several technologies that have been used in restaurants namely technology in taking orders from guests via tablet screens, online ordering, internet-based bookings, virtual menus with information on nutritional content, payment via SMS, smart card or handphone with NFC Technology[8]. These technologies began to expand because they had an efficient impact on customers and restaurants. Although technological advances in the field of service already exist, for hospitality in serving dishes, it is still needed, especially in formal restaurants or fine dining restaurants. Some consumers feel more comfortable getting service facilities from the hospitality of a waiter.

Human resources (HR) in the field of waiters need to be improved through formal and non-formal training so that HR will be ready when going into the workforce. One formal education aims to prepare students for work in Vocational High School (VHS). However, not all VHS graduates can enter the workforce. According to the Central Bureau of Statistics (BPS) data in February 2015 the highest unemployment were graduates from Vocational High Schools, which amounted to 9.05 percent. The world of vocational education faces many challenges in developing the potential of human resources (HR). HR are characterized by the ever-changing organizational environment and each must be able to manage and anticipate change. Based on these conditions it can be observed that the demand for quality of human resources in moving the organization must be able to follow the dynamics of the organization faced.

Culinary's competency skills vocational school has the aim of preparing graduates who are ready to work in the field of food and beverage products and services. Food and beverage service in restaurants is one of the many areas needed by restaurants but many VHS graduates prefer to the food and beverage product field. Learning the food and beverage service contained in the eyes of the table service Procedure in the 2013 curriculum was only held for six months with the consequence that students must master various kinds of knowledge, service skills, and communication skills. Food and beverage service in hotel restaurants are required to be skilled in the field and have an attractive appearance. Many vocational school students are skilled at the practice of eating and drinking services but cannot enter the food and beverage service section because the physical criteria are not included in the hotel.

Food and beverage service in Indonesia known as waiters, who have an important role in restaurants because they are tasked with offering and selling restaurant menus. Without the help of waiters, the menus in restaurants may not be well known to guests, which results in a decrease in sales turnover. The study of the analysis of the suitability of the basic competence of waiters in the subjects of Vocational Education with the competency of the waitresses needed by restaurants is important so that Vocational Schools can adjust the practicum material taught. Through this research, it is expected that there will be no gap between the competencies of the learners studied in Vocational Schools with the basic competencies needed by hotel restaurants.

1. **Method**

This research includes the type of research analyzing document content. Document analysis is used to review several documents relating to the standards of waiters found in the curriculum in the field of Governance, Indonesian National Work Competence (SKKNI) and hotel operational standard procedures (SOP) in the field of food and beverage service or waiters.

1. **Results and Discussion**
   1. *Waiters Competency Standards in Schools*

The basic competence of "providing food and beverage services in restaurants" was studied in class XI odd and even semesters on vocational concentration in the form of theory and practice. The material provided relates to the duties and responsibilities of the waiter. These basic competencies in the 2013 VHS curriculum structure are included in the Productive program which includes serving guests, being responsible for restaurant preparation before being opened and maintaining environmental cleanliness, security and work safety.

Based on the results of the study, there were 43 waitress competencies provided in the school, which consisted of (1) Understanding the procedure, (2) Restaurant organizational structure, (3) Types of restaurants, (4) Restaurant space, (5) Restaurant furniture, ( 6) Types of restaurant services, (7) Understanding menus, (8) Grouping menus, (9) Types of menus, (10) Composition of menus, (11) Planning menus, (12) Understanding restaurant equipment, (13) polishing furniture , (14) polishing linen, (15) Polishing chinaware, (16) glassware polishing, (17) Polishing cuttlery, (18) Polishing hollowware, (19) silverware Polishing, (20) Polishing other equipment (21) Restaurant equipment grouping, (22) Definition of feeding napkin folds, (23) Classification of good meal napkin folds, (24) Meal napkin folds, (25) Occupational health and safety hygiene in food and beverage services in hotel restaurant kitchens, (26) Understanding table arrangement eat, (27) Types of dining table arrangement based on menu offerings, (28) Types of dining table arrangement based on meal time, (29) Types of dining table arrangement based on the way food is offered, (30) types of dining table arrangement based on the origin of the meal, (31) Equipment for arranging dining tables, (32 ) Arranging the dining table, (33) Installing dining table equipment for table set up, (34) Greeting guest services in accordance with the standard, (35) The process of reception according to standards, (36) Food and beverage presentation is done with friendly and polite, (37) Friendly and polite crumbing down, (38) Processing bills guests, quickly, precisely and thoroughly, (39) Handling problems in the food and beverage service process, (40) Taking guests out of the restaurant, (41) Clear up technique, (42) Cleaning the restaurant area after operational, (43) Service reviewed to allow repairs.

* 1. *Waiters Competency Standards at Restaurants*

Restaurants are businesses that are engaged in services that play an important role in a service, because with good service, customers will come back and become sustainable customers. As a teacher of Food and Beverage Service has an obligation to carry out learning programs about food and beverage services (waiters) to students through the learning process in the classroom and outside the classroom which will be used as a provision for students in facing the world of work.

Based on the results of the research it can be concluded that there are 32 waitress competencies in five-star hotel restaurants, including (1) Cash handling,(2) Handle complaint, (3) Handle wrong order, (4) Carryng food from kitchen, (5) FB linen, (6) FB uniform, (7) Table cleaning, (8) Polish cutleries, (9) Polish Chinaware, (10) Polish glassware, (11) Accident report, (12) FB elegancy,(13) Greet the guest, (14) Escort and seat the guest, (15) Put napkin on guest’s lap, (16) Serve iced water, (17) Present the menu, (18) Present drink, (19) Suggest the menu, (20) Upselling skills, (21) Taking order, (22) Add additional cuttlery (23) Serve wine by glass, (24) Served food as guest is order, (25) Table cleaning, (26) Crumbing down, (27) coffee or tea service, (28) Check guest satisfaction, (29) Bid farewell to guest, (30) Cocktail reservation, (31) Taking reservation, (32) Fill in captain order.

* 1. *Competencies Conducted in Schools But Not Needed at Hotel Restaurants*

Based on the results of the study it can be concluded that there are 11 core competencies carried out by waiters in restaurants but not taught in schools which include (1) Cash Handling, (2) Handle complaint, (3) Handle wrong order, (4) Accident report, (5) FB elegancy, (6) Suggest the menu, (7) Upselling skills, (8)serve wine by glass, (9) Check guest satisfaction, (10) Cocktail reception, (11) Taking reservation by phone

In hotel competencies to assess menu design which includes suggesting the menu and upselling skills are not taught by the school because each hotel has its menu mainstay and the knowledge of the waiter is based on the hotel SOP which is done during training. The all restaurant staff must sell to sell in restaurants, and restaurant waiters must be able to offer a menu to complement their guest [9].

* 1. *Conformity Between Competency Standards in Schools with Competency Standards in Industry*

Based on the results of the study, it can be concluded if there is no compatibility of the party's competency taught by the school with those carried out in the hotel which is supported by a lack of practice hours so that the students' competence in school attendants is more dominated by theory. The limited-time of practice provided by the industry is also an obstacle so that teachers and schools are not able to analyze the things needed by the industry. Also, when industrial practice takes place teachers or school parties may not directly supervise the performance of their students. Students who take part in an internship at the hotel are directly under the responsibility of the company in which the industry practices.

Vocational education will be effective if students are given the habit of thinking and working as needed in work and also vocational education must pay attention to market demand so that the hope is that after students graduate from vocational school students are ready to work and can be absorbed maximally by the industry concerned. Education carried out must be relevant, which is the same as helping students to become employees/workers by providing skills that are following the industry. Vocational education is appropriate to create graduates who can be absorbed and work in their fields. Absorption of graduates of students in the world of work is students who have appropriate skills or are professional in their fields.

The appropriateness of the skills of students in the industry can be obtained by the existence of learning or competencies in vocational education, with the compatibility between curriculum competencies in vocational and industrial education will equally provide benefits, namely for vocational education graduates who are easier to get jobs and job adjustments in industry while for industries with competent graduates it will accelerate the training period in the industry.

1. **Conclusion** 
   1. *The Waitress Competencies Taught in Schools*

The waitress competencies taught in schools include 43 competencies. The hotel restaurant waiters competency includes 34 competencies, namely (1) Understanding the land administration, (2) Restaurant organizational structure, (3) Types of restaurants, (4) Restaurant space, (5) Restaurant furniture, (6) Types of restaurant services , (7) Understanding menus, (8) Grouping menus, (9) Menu types, (10) Composition menus, (11) Menu planning, (12) Understanding restaurant equipment, (13) polishing furnishings, (14) polishing linen, (15) Polishing chinaware, (16) Glassware polishing, (17) Polishing cuttlery, (18) Polishing hollowware, (19) Silverware polishing, (20) Polishing other equipment (21) Restaurant equipment grouping, (22) Understanding napkin folds , (23) Classification of good meal napkin folds, (24) Food napkin folds, (25) Occupational health and safety hygiene in food and beverage services in hotel restaurant kitchens, (26) Definition of dining table arrangement, (27) Type- type of dining table arrangement based on menu offerings, (28) Types of dining table arrangement based on wa (29) Types of dining table arrangement based on the method of offering food, (30) types of dining table arrangement based on the origin of the meal, (31) Equipment for arranging a dining table, (32) Arranging a dining table, (33) Installing equipment dining table for table set up, (34) greeting guest service in accordance with standards, (35) reception process according to standards, (36) serving food and drinks is done in a friendly and polite manner, (37) doing crumbing down friendly and polite, (38) Processing guest bills quickly, precisely and thoroughly, (39) Handling problems in food and beverage service processes, (40) Taking guests out of the restaurant, (41) Clear up techniques, (42) Cleaning up area restaurant after operation, (43) Services are reviewed to enable repairs.

* 1. *The Hotel Restaurant waiter Competencies*

The hotel restaurant waiter competency includes 32 core competencies, namely (1) Cash handling, (2) Handle complaint, (3) Handle wrong order, (4) Carryng food from the kitchen, (5) FB linen, (6) FB uniform, (7 ) Table cleaning, (8) Polish cutleries, (9) Polish Chinaware, (10) Polish glassware, (11) Accident report, (12) FB elegancy, (13) Greet the guest, (14) Escort and seat the guest, (15) Put napkin on guest lap, (16) Serve iced water, (17) Present the menu, (18) Present drink, (19) Suggest the menu, (20) Upselling skills, (21) Taking order, (22 ) Add additional cuttlery (23) Serve wine by glass, (24) Served food as guest is an order, (25) Table cleaning, (26) Crumbing down, (27) coffee or tea service, (28) Check guest satisfaction, ( 29) Bid farewell to guest, (30) Cocktail reservation, (31) Taking reservation, (32) Fill in captain order.

* 1. *Competencies Carried Out in Schools but not Done in Hotels*

Competencies carried out in schools but not done in hotels are (1) Definition of court and restaurant arrangements, (2) Restaurant organizational structure, (3) Types of restaurants, (4) Restaurant spaces, (5) Restaurant furniture, (6 ) Types of restaurant services, (7) Understanding menus, (8) Grouping menus, (9) Menu planning, (10) Understanding restaurant equipment, (11) polishing furniture, (12) Polishing hollowware, (13) Polishing hollowware, (14) Polishing other equipment.

* 1. *Competencies Carried Out in Restaurant but not taught in schools*

Competencies carried out in restaurants but not taught in schools are namely assessing the design of menus that include (1) Cash Handling, (2) Handle complaints, (3) Handle wrong orders, (4 ) Accident report, (5) FB elegancy, (6) Suggest the menu, (7) Upselling skills, (8) serve wine by glass, (9) Check guest satisfaction, (10) Cocktail reception, (11) Taking reservation by the phone

* 1. *The Mach Between the Competence of The Waiter in The School with Competencies in the Restaurant*

The match between the competence of the waiter in the school with competence in the restaurant was 74.4%. Learning the competence of waiters in schools is still dominated by theory and lack of student practice hours.

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