



Restaurant Serving Food

Hospitality
Professional
SPHM Hospitality



Drs. A. Agus Purwanto, SE MM CHA



Hotel Management SPHM Hospitality



President Director is responsible for giving strategic guidance and direction to the board to ensure that the Company achieves its financial vision, mission and long term goals. My main purpose of this role is to direct and control the all business operations

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Skill Highlights

- Hospitality Management
- Project management
- Strong decision maker
- Complex problem solver
- Understanding Multi Operations
- Innovative
- Company Growth-focused

Education

**Master Management (MSDM) –
Udayana University**

**Economics Bachelor -
Universitas Terbuka**

**Sekolah Tinggi Akuntansi Negara
Continue - and Graduate
Program in Taxation (LL.M.)**

Experience

President

- *Hotel Management SPHM Hospitality*

Vice President (VP)

- *Labersa Hutahaeen Group, PT, and Haratio Nica, PT.
Pekanbaru, Indonesia*

Chief Executive Officer (CEO)

- *Hotel Management SPHM Hospitality*

Corporate Finance Officer (CFO)

- *PHM Hospitality, Jakarta, Indonesia*

Corporate General Manager

- *Nusa Lembongan Resort And Sail Sensation Cruises,
Denpasar, Bali*

General Manager

- *The Rich Prada Bali - Condotel, Denpasar, Bali*
- *Pacung Mountain Resort, Baturiti, Bali*

Corporate Director of Finance and Administration

- *Bali Rani Hotel And The Rani Hotel & Spa, Denpasar,
Bali*

Director of Finance and Administration

- *Golden Sand Resort & Spa, Hoi An, Vietnam*
- *Bali Hai Cruises, Denpasar, Bali*

Financial Controller

- *Holiday Inn Resort Lombok*
- *Bali Hai Cruises*



SERVING FOOD

BASIC SEQUENCE OF SERVICE CHECK LIST (FOOD)

Greeting and Welcoming by using the Guest Name	✓
Presenting the menus	✓
Informing Daily Specials and non available items	✓
Taking the orders	✓
Repeat the order	✓
Serving the drinks and food	✓
Offer Fresh Pepper	✓
Clearing the table (Glasses, plates, ashtrays etc.)	✓
Crumbing the table	✓
Service of tea or coffee	✓
Presenting the bill	✓
Bidding Farewell to the Guest	✓

RECOMMENDING FOOD

Describe today's special, and mention:

- ✓ How each item is prepared, including any toppings and sauces
- ✓ Any items that may accompany the entrée (vegetables, roasted potatoes, fries, etc)
- ✓ "Our chef recommends _____, "

Use phrases when taking the food order like:

- ✓ "May I take your order, Mr.....Mrs.....?"
- ✓ "May I recommend or Special of day _ _"
- ✓ "Would you like to start with the _____ or _ _" " _ or _____ as they
- ✓ "I would like to recommend for your main course _ _ are two of our specialties"

REPEAT THE ORDER

- ✓ "Sir / Madam, may I repeat your order"
- ✓ "Sir / Madam, you have ordered XXX as a starter and for main course the XXX."

SERVE THE BREAD

- ✓ "Please enjoy **our freshly baked bread with a selection of dips** , **&** **"**.

ADJUST THE CUTLERY

- ✓ Reset and / or adjust cutlery, condiments and other items to accompany the ordered meal.



SERVE THE FOOD

- ✓ Collect food promptly from service areas, check them for presentation and quality.
- ✓ Announce each dish/clearly
 - o “Your Sirloin cooked medium, Mr..... Mrs.....”
 - o “Your side order of steamed vegetables, Mr..... Mrs.....”
- ✓ Serve ladies first clockwise, serving the host last.
- ✓ Serve the dish according to its presentation.
- ✓ Monitor flow of service and meal delivery, monitor any delays and inform your manager/chef.
- ✓ Main courses should be “fired” when the guests are $\frac{3}{4}$ through their appetizers.
- ✓ Serve food courteously and to the correct person (Using position numbers)
- ✓ DO NOT ASK THE GUEST WHO IS HAVING WHAT.
- ✓ Check guest satisfaction at the appropriate time. “Are you enjoying your meal?”

OFFER FRESH PEPPER

- ✓ Offer Fresh pepper to appropriate dishes e.g Soups, Meat & Seafood Dishes, Pasta’s
- ✓ **“Would you like some freshly crushed pepper with your pasta madam?”**

CLEAR THE TABLE

- ✓ CLEAR PLATES ONLY WHEN ALL GUESTS AROUND TABLE ARE FINISHED WITH THEIR DISH
- ✓ After the main dish is finished clear cutlery, condiments and salt & pepper cruets if any and offer **dessert menu** to guests and take the order.
- ✓ CRUMB THE TABLE
- ✓ PROVIDE THE GUEST WITH TOOTHPICKS

OFFER DESSERTS

- ✓ **“Would you like some dessert this evening?”**
- ✓ **“Would you like to try our_____for dessert?”**
- ✓ **“Would you like to have an Irish coffee or perhaps a Brandy Alexander to finish your evening with?”**

OFFER/ SERVE TEA & COFFEE

- ✓ **“Would you like to have tea or coffee or perhaps a liqueur coffee?”**

BID FAREWELL

After providing the guest with the bill upon THEIR request bid farewell.

- ✓ ***“Thank you for having lunch with us, enjoy the rest of your day”.***
- ✓ ***“Thank you for having dinner with us, enjoy the rest of your evening”.***