

LAMPIRAN

Lampiran 1 kuisisioner

Tell me your name?

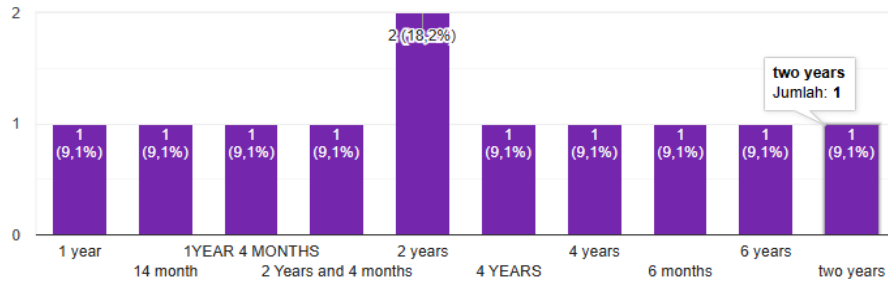
11 jawaban

Lisa Williams
 Michelle Angelin CT
 Phone Thiha Htoo
 SAI KIRAN REDDY BOGASUNDARAM
 Ghana Shyam Rana Magar
 Dushan
 DIGVIJAY
 Arkahan

How long have you been working at Anantara?

[Salin diagram](#)

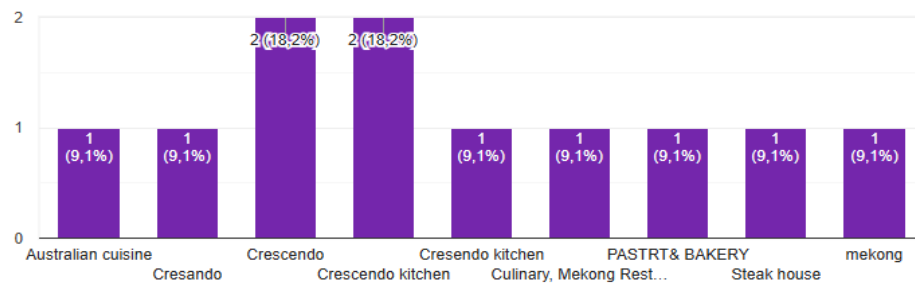
11 jawaban



Which kitchen section, department/Outlet are you currently working in?

[Salin diagram](#)

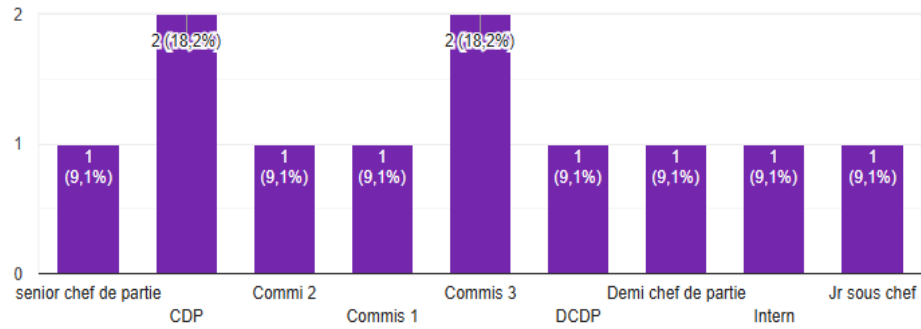
11 jawaban



What position are you now?

[Salin diagram](#)

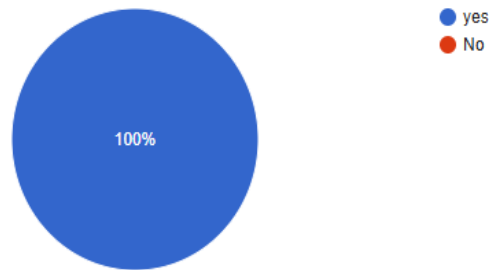
11 jawaban



Have you ever received or do *product knowledge* training at work?

[Salin diagram](#)

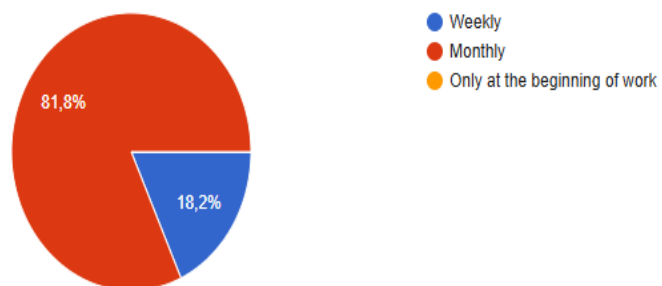
11 jawaban



If yes, how often is the training conducted?

[Salin diagram](#)

11 jawaban



What is exactly product knowledge is ?

11 jawaban

There is nothing particular but it can be any thing it can be related to your work or it can be related to your work it can be about your hotel it can be about the guest.

HACCP

daily basis around the hotel what is happening? in the promotion

About the hotel knowledge

Program yang di berikan untuk semua para pekerja di anantara mengenai cara menjamu tamu, lokasi2 parawisata, pengenalan umum mengenai dubai dan UAE, dan hampir segala hal yang umum dan terprinci sesuai pekerjaa mu

Product Knowledge is essential knowledge for our colleagues to improve our workplace experience, about our brand values and how to give exceptional service to guests.

Educating hotel staff about the details of services amenities and product offered by the establishment

What topics or materials have you learned during product knowledge training?

(You can mention more than one, e.g., HACCP, guest handling, cultural awareness, Dubai tourism, food ingredients, presentation, etc.)

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Hotel knowledge, kitchen knowledge, health n safety

New product that hotel offers, discount for each outlet, eco green conduct by the hotel

I learned mostly about our property standards and some for our guest services.

All

HACCP(HAZARD ANALYSIS CRITICALLY CONTROL POINT)

Dubai way ..food watch ,cross training

Hazard analysis critical control points

HACCP, culture, dubai tourism, food, first aid, etc

Do you think the training has helped you in your daily kitchen or works duties?

Yes/No

Please explain:

11 jawaban

Yes

No cause it doesn't have connection between kitchen side with the hotel product knowledge

Yes, it helps. For example, when you give service to guest on buffet and if they ask u about hotel or some other restaurants u can easily answer to them.

Yes I improve my communication skill and food knowledge and more knowledge about the hospitality industry

Yes because it's help to gain the knowledge

No, lebih ke membuang waktu istirahat. Karena biasanya di lakukan du waktu off day, sehingga memakan waktu istirahat, bahkan ada yang menjoki untuk melakukan tugas mereka.

not really, because It doesn't have connection between kitchen side with the hotel product knowledge.

Has the training helped you better understand how to serve guests with special needs (e.g., dietary restrictions, allergies, religious/cultural preferences)?

Yes/No

Please give examples if possible:

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Yes helps me understand different cultures due to the fact I'm a western chef

Yess every month have different topics so its depends which product knowledge that we get that time

Yes, the trainings are really useful for how to give best service to the guest and more.

Allergies guest have a high risk of the allergies in food so same way we need to used proper ppe before we prepare the food for the allergies guest .

Yes , because one we got Any kot about the food allergies we more aware and more focused

Yes, ada beberapa yang memang menambah pengetahuan mengenai masalah di atas.

yes but only on the surface, it's more like a common things that almost all people know about, not something that really specific

What changes have you noticed in yourself after receiving the training?

11 jawaban

Been more understanding and helpful

Become more understanding about our hotel where the place we working at

I have noticed that i got a lot of knowledges on both kitchen operation and guest service from the trainings.

Even after receiving any training if you don't try to implement what you learn then you will see nothing

I have noticed in myself after receiving the training I'm able to plan n keep focused in work as a professional chef

I improve a lot more about the knowledge of food ,
knowledge of hotels
knowledge of all about the food hospitality industry

Improved knowledge

Membuang buang waktu ketika kita sebenarnya memerlukan istirahat dari pada melakukan tugas ini.

Is there is penalty if u didn't do the product knowledge? Explain

11 jawaban

Noo only the HR will ask the reason why you dont study the product knowledge

There is no serious penalty for u can't pass but u should be ready for product knowledge because its a mandatory training for all colleges.

Yes on u r career

Yes , if we didn't complete they we will warned us.like this things need to be done immediately.

No

Nothing

Sebenarnya tidak ada, tapi kita bakalan dikejar terus oleh para atasan untuk menyelesaikan tugas yang ada. Lebih ke sangksi sosial

There is no fine or penalty, but they keep calling you. First CDP, then Head Chef, then Executive Chef. It's stressful

What difficulties or challenges do you face during the training program?

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Been so busy in the kitchen that doesn't become a priority

Remembering all the information in the long pdf presentation really hard

For me there is some difficulties because we are busy at our kitchen operations and we have to focus on product knowledge.

Not really

Nothing all ok

Not at all

Mencari waktu yang tepat untuk mengerjakan tugas yang ada, karena kita harus belajar dulu baru bisa mengerjakannya

We are not allowed to do product knowledge at work. We should do it at home, usually on day off. so its very hard for us.

Do you think this program is useful or just a waste of time? (give an explanation)

11 jawaban

Useful so every staff can understand about their hotel facilities, so if some guess asking they can answer nicely

The program is useful because at least u can learn how to be friendly or serve the guest.

Every thing is useful

Yes it is useful we can revision the training lesson again

It's is too useful in my daily life as well and while am working

Very usefully

Membantu tetapi lebih ke membuang waktu

more like a waste of time. We need to watch the video first and then answer. Sometimes it takes too long, especially if we are tired from working

Do you have any suggestions to improve product knowledge training in Anantara ?

11 jawaban

No

Giving more time n understanding

No, its fine.

Daily product knowledge would be good

Not

Kalau bisa modulnya jangan terlalu banyak karena biasanya modul yang harus di kerjakan setiap bulan sekitar 12 sampai 30 an modul.

make the module more short, so it doesn't take a lot of time consuming. If possible give us time to do our training at work.

Product knowledge can improve the training more about Culinary

Lampiran 2 Kartu Konsultasi



AKADEMI SAGES

A Noble and Excellent Academy

Jl. Puncak Permai II no. 28 Surabaya;
 Jl. Desa Duren Sewu Km. 03 Pandaan – Pasuruan
 Website: www.sages.ac.id

KARTU BIMBINGAN TUGAS AKHIR

Nama : Shayne Theophilla NIM: 22110031
PROGRAM STUDI : Diploma Tiga Seni Kuliner
JUDUL : Efektivitas Product knowledge terhadap Pengembangan Pengetahuan Karyawan Kitchen Anantara the Palm.
DOSEN PEMBIMBING : Titin Lestariningsih, S.E., M.M

No	Tanggal	Catatan	TTD Dosen
1	21 maret 2025	Diskusi judul dan disetujui oleh dosen pembimbing.	
2	25 maret 2025	Latar belakang dibahas, diarahkan untuk ditambah data pendukung.	
3	22 april 2025	Rumusan masalah dan tujuan direvisi agar lebih fokus.	
4	13 mei 2025	Bab II dikoreksi, diminta tambahkan teori dari jurnal dan buku.	
5	15 mei 2025	Bab II direvisi, kutipan dari ahli sudah ditambahkan.	
6	23 mei 2025	Bab III disusun, metode kualitatif disetujui.	
7	27 mei 2025	Kuesioner dibahas, disarankan dibuat lebih singkat dan jelas.	
8	1 juni 2025	Data hasil kuesioner dikumpulkan, mulai susun Bab IV.	
9	3 juni 2025	Bab IV dibahas, kutipan informan dan teori dimasukkan.	
10	5 juni 2025	Bab V disetujui, dinyatakan siap untuk sidang.	
11			
12			
13			
14			



*J) Minimal jumlah bimbingan sebagai syarat untuk ujian adalah 7x

Makalah di disetujui pada 5 Juni 2025 dan Mahasiswa telah layak untuk diujikan pada sidang Tugas akhir.

Titin Lestariningsih, S.E., M.M.
 Dosen Pembimbing

Lampiran 3 Contoh Materi

Siam Bliss: Our Festive Beverage





Flavor Profile <p>A festive beverage embodying holiday warmth with blackcurrant, honey, and ginger nut flavors.</p>	Availability <p>20th December 2024 to 7th January 2025.</p>
Serving Style <p>Served warm with exotic spices.</p>	Anantara Spirit <p>Represents Anantara's Thai-inspired hospitality.</p>


Perfect for creating cozy, festive moments.


PROMISE of the Month

Introducing the PROMISE section! Each month, we'll highlight three unique features of Anantara The Palm Dubai Resort to help you confidently share what makes our property exceptional. From signature design to standout experiences, this section ensures you're ready to impress every guest!




**Temperature-Controlled Lagoons**
Offering direct access from select rooms.

**Hydroponic Farm**
As part of our sustainability initiatives, we provide fresh, pesticide-free produce for dining venues.

**Family-Friendly Amenities**
Kids' and Teens' Club, babysitting services, and family rooms.


Sustainability



- Introducing our eco-friendly departure gift—Plantable Pencils!
- These unique pencils are not just for writing; they're a symbol of growth and new beginnings.
- Once used, simply plant the end in soil, add water, and watch beautiful herbs grow.
- A living reminder of the memories we've created together and our commitment to sustainability.

Flower Shop

- An upcoming change regarding our flower service provider.
- Effective 1st of November we will be transitioning to a new flower company named Alissar.
- Black Tulip will no longer be our flower provider.



F&B Offerings of the Season

Festive Dining

- Christmas Eve Dinner at Crescendo: AED 495/person (house beverages).
- Christmas Day Brunch: AED 850/person (Champagne package).
- Beach House Christmas Barbecue: AED 850/person (Champagne package, adults only).



F&B Offerings of the Season

Special Promotions

- Winter Wine Promotion: AED 225/bottle (Pinot Grigio, Colambelle Rosé, Cabernet Merlot).
- Happy Hour: 30% off selected drinks (varied timings across outlets).
- Signature Winter Cocktails: Unique blends available at all outlets, except In-Room Dining.

Highlight Events

- New Year's Eve: Crescendo offers live entertainment, unlimited Prosecco, and seafood bar. AED 2500/person (open bar).
- Theme Nights: South of the Border (Monday), Butchers Night (Tuesday), Indian/Arabic Night (Thursday).



1 Mai Bar

- Burger with Beer Promo - Wagyu Burger with Heineken Pint at AED 149
- Beer Bucket at AED 150 (Heineken and Corona), buy 3 get 1
- Buy 2 Minibar Wine Bottles & get 1 same wine extra at Mai Bar and IRD

2 The Lotus Lounge

- Coffee Combo – choice of coffee with the selected slice of cake for AED 45.
- Cheers & Bites Promotion – Beef Burger with fries and a choice of 1 Draught Beer (Heineken or Birra Moretti) at AED 99.
- Beer Bucket Promotion – a selected bottle of beer at AED 180

3 Revo Cafe

- November Food Promotion Lamb Shank Rogan Josh at AED 145 Nam Jai discount is applicable
- November 19 - National Macchiato Day: Free Macchiato for every purchase of any pastries from 12:00pm to 8:00pm

LEARNING PATH

Dubai Way Level 2

6 courses

VIEW ACHIEVEMENTS

Courses

About



- Introducing Dubai**
10 lessons 43 minutes
1 assessment
- Life in Dubai**
7 lessons 29 minutes
2 assessments
- Getting Around and Basic Services**
7 lessons 33 minutes
1 assessment
- A Tour of Dubai**

Autism & Sensory Awareness

12 lessons 59 minutes
9 assessments

VIEW ACHIEVEMENTS

Outline

Resources

About

Self-Assessment

Autism Overview

Theory Assessment

100%

Autism Identification and Common Needs		
Theory Assessment	100%	
Autistic Perspective		Introduction to Disability
Sensory Awareness		Empathy not Sympathy
Theory Assessment	100%	
Basic Safety Protocols		What is Disability?
Theory Assessment	100%	
Individual and Caregiver Communication		Theory Assessment
Theory Assessment	100%	
Travelling with Cognitive Disorders		The Language of Disability
Theory Assessment	100%	
Attraction to Water and Animals		Misconceptions
Theory Assessment	100%	
Autism in Your Setting		Using the Right Terminology
		Excellent Customer Service
		Acting with Empathy
		Theory Assessment
		85.7%

