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Refreshment Training To Improve Bartender Performance At The Marriott Hotel Yogyakarta

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Abstract

This study aims to analyze the role of refreshment training in improving bartender performance at the Marriott Hotel Yogyakarta, particularly in the aspects of technical skills, service consistency, creativity in mixing drinks, and time management. In the hospitality industry, bartenders are required to have technical competence and be able to provide consistent service according to standard operating procedures (SOPs). Therefore, refreshment training is one effort to strengthen competence and maintain the quality of bartender performance in operational activities. This study used a qualitative descriptive method with data collection techniques through observation, interviews, and documentation. Data analysis was carried out through the stages of data reduction, data presentation, and drawing conclusions. The results show that refreshment training plays a role in supporting bartender performance improvement in the aspects of technical skills, service, creativity, and time management. In the technical skills aspect, regular refresher training helps strengthen bartenders' abilities in implementing the sequence of service as part of the service standard. In the service aspect, training supports the consistency of SOP implementation. In addition, refreshment training contributes to the development of variety and creativity in mixing drinks and helps bartenders carry out their work more quickly and efficiently. Thus, refreshment training can be part of a human resource development strategy to support bartender performance and maintain consistent service quality in the hospitality environment .

Keywords: refreshment training, bartender performance, technical skills, sequence of service, standard operating procedures.

INTRODUCTION

The hospitality industry is a service sector that prioritizes service quality as a crucial factor in creating satisfaction and a positive experience for guests. Service quality

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is determined not only by the facilities available, but also by the competence of human resources in carrying out their duties in accordance with established operational standards. Human resources play a strategic role in ensuring hotel operations run effectively, consistently, and professionally. Therefore, developing employee competency through training is one of the necessary efforts to maintain service quality and support the achievement of company work standards.

One of the hotel's operational areas directly related to product quality and guest service is the food and beverage service department, specifically the bartender position. Bartenders are responsible for preparing and mixing drinks, maintaining consistent taste and presentation, managing work equipment, and providing service in accordance with applicable standards. In carrying out their duties, bartenders require not only technical skills in mixing drinks, but also communication skills, creativity in developing drink variations, discipline in implementing standard operating procedures (SOPs), and time management skills. These various competencies are interconnected in supporting smooth operations and maintaining quality service to guests.

In hospitality operations, the demand for speed, accuracy, and consistency of service can be challenging for bartenders, especially when facing increased orders or busy operating periods. Inconsistent implementation of standard operating procedures (SOPs), suboptimal technical skills, limited creativity in mixing drinks, and ineffective time management can potentially hinder smooth service. Therefore, bartender competency needs to be maintained and developed continuously to ensure work execution remains in accordance with established standards. One effort that can be made to support these needs is through refresher training .

Refresher training aims to strengthen employees' knowledge, skills, and understanding of work procedures and standards. This training can be used to remind employees of proper work practices, align task execution with standard operating procedures, and maintain competencies required for operational activities. For bartenders, refresher training can focus on drink mixing techniques, accurate use of recipes and measurements, implementation of the sequence of service, service consistency, creativity development, and work time efficiency. With targeted implementation, refresher training is expected to support bartenders' ability to carry out their responsibilities more consistently and professionally.

Implementing the sequence of service is a crucial aspect of bartender training. The sequence of service refers to the systematic sequence of service steps to ensure a structured service experience that meets operational standards. Mastering this sequence helps bartenders understand the necessary work steps, from preparation to serving and completing the service, in accordance with established procedures. Furthermore, strengthening technical skills through refresher training can support consistent mixology,

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while developing creativity can help bartenders create a variety of drinks according to operational needs. Time management skills are also essential to ensure effective execution of each stage of the work process without compromising product and service quality.

The Marriott Hotel Yogyakarta, as the research location, serves as a context for examining the role of refreshment training in supporting bartender performance in a hotel operational environment. This research focuses on four main aspects: technical skills, consistent service according to SOPs, creativity in mixing drinks, and time management. Based on the research findings, refreshment training plays a role in supporting bartender performance improvement in these aspects. Regular refresher training helps strengthen technical skills in implementing the sequence of service, supports consistent service according to SOPs, increases variety and creativity in mixing drinks, and helps bartenders perform their work more quickly and efficiently. These findings demonstrate the importance of examining refresher training as part of employee competency development in the food and beverage service sector.

While employee training is an important part of human resource development, discussions on refreshment training should focus on how it relates to specific aspects of performance within the bartender profession. Studies linking refreshment training to beverage mixing skills, sequence of service implementation, SOP consistency, creativity, and time management can provide a more focused understanding of training implementation within a hotel operational context. In this study, this focus is used to explain the role of refreshment training based on the conditions and empirical findings at the Marriott Hotel Yogyakarta. Broader statements regarding research gaps need to be strengthened through a review of relevant previous research.

Based on the description, this study aims to analyze the role of refreshment training in improving bartender performance at the Marriott Hotel Yogyakarta, with an emphasis on technical skills, the implementation of the sequence of service, consistency of service according to SOP, creativity in mixing drinks, and time management. This study uses a qualitative descriptive approach to obtain an overview of the implementation of refreshment training and its relationship to bartender performance based on empirical data. The results of the study are expected to provide practical contributions to human resource management in the hospitality industry, especially as evaluation material in designing sustainable training programs oriented towards improving competence and service quality.

The problem formulation of this research is How is the implementation of refreshment training in improving bartender performance at Marriott Hotel Yogyakarta. The purpose of this research is to describe and analyze the implementation of refreshment training in supporting the improvement of bartender performance at Marriott

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Hotel Yogyakarta and This research is expected to increase insight and knowledge in the hospitality sector, especially regarding the implementation of refreshment training or refresher training in improving bartender performance. In addition, this research is expected to be a reference for further research related to employee training, improving work skills, and service quality in the hospitality industry.

METHODS

This study employed a descriptive method with a qualitative approach. This approach was chosen because the study aimed to describe and analyze the implementation of refreshment training to support bartender performance improvement at the Marriott Hotel Yogyakarta. The qualitative approach enabled researchers to understand the training process, the experiences of informants, and the application of acquired skills in operational activities based on real-world conditions.

Qualitative descriptive research focuses on systematically presenting an overview of the phenomenon under study based on collected data. The analysis focused on the implementation of refreshment training and its relationship to bartender technical skills, the implementation of the sequence of service, consistency of service according to standard operating procedures (SOPs), creativity in mixing drinks, and time management.

This research was conducted at the Marriott Hotel Yogyakarta, focusing on bartender operational activities and the implementation of refreshment training related to this work. The selection of the research location was based on its suitability with the focus of the study, namely the implementation of refresher training in the hotel operational environment, specifically in the field of food and beverage service. The research implementation time was adjusted to the period of data collection through observation, interviews, and documentation. The research period should be stated specifically based on the actual research implementation time.

Research informants were determined using purposive sampling, a deliberate selection of informants based on their knowledge, experience, or involvement relevant to the research problem. This technique was used to provide in-depth data on the implementation of refreshment training and bartender performance.

Informants eligible for consideration in this study include bartenders who have participated in refresher training, direct supervisors who understand bar operations, and those involved in training planning or implementation, if available. Informants were selected based on the relevance of their experience and knowledge to the research focus. The number of informants was determined based on data requirements and the sufficiency of information obtained during the research process. The identities, positions, and number of informants are reported in accordance with the actual research data.

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Data collection was conducted through three techniques: observation, interviews, and documentation. Observations were conducted to obtain an overview of the bartender's work performance and the application of skills in operational activities. Observations focused on aspects relevant to the research, such as drink mixing techniques, sequence of service implementation, adherence to standard operating procedures (SOPs), creativity in serving drinks, and work time management. Observations were also used to understand how skills strengthened through refreshment training were applied in daily work. In-depth or semi-structured interviews were conducted with bartenders at the Marriott Yogyakarta Hotel, with informants related to the refreshment training implementation. The interviews aimed to obtain information on the training objectives and materials, implementation methods, bartenders' experiences during the training, and informants' views on the application of training outcomes in operational activities. Interview questions were also directed at exploring changes or strengthening of technical skills, service consistency, creativity, and time management based on informants' experiences. Documentation, in the form of photographs, was used to complement and support the data from observations and interviews. Documents that could be analyzed included training materials, training schedules, relevant SOPs, drink recipe guides, evaluation notes, and other operational documents permitted for use in research. The use of documents is adjusted to the availability of data and permission from the hotel, while still paying attention to the confidentiality of company information.

The research data was analyzed qualitatively through the stages of data condensation, data presentation, and conclusion drawing and verification. These stages refer to the interactive data analysis model of Miles, Huberman, and Saldaña (2014). Data condensation was carried out by selecting, focusing, simplifying, and organizing data obtained from interviews, observations, and documentation. Data relevant to the implementation of refreshment training and bartender performance were grouped based on the research focus, namely technical skills, application of sequence of service and SOP, creativity in mixing drinks, and time management.

The grouped data is presented in descriptive form and, where necessary, a findings matrix. The data presentation aims to demonstrate information patterns, informant experiences, and observations related to training implementation and the application of bartender skills in operational activities.

Conclusions were drawn by interpreting patterns and relationships between findings based on available evidence. Conclusions regarding the role of refreshment training were formulated by considering the relevance of information from interviews, observations, and documentation. Verification was conducted to ensure that the resulting interpretations were adequately supported by data and did not go beyond the information found during the research.

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Data validity was maintained through source triangulation and technical triangulation, if the necessary data were available. Source triangulation was conducted by comparing information from informants with different roles or experiences, such as bartenders and supervisors. Technical triangulation was conducted by comparing interview results with observations and relevant documentation. Furthermore, researchers checked for consistency between the data obtained and the interpretations developed. This step aimed to increase the credibility of the findings and ensure that descriptions of the refreshment training implementation and bartender performance were based on empirical evidence.

RESEARCH RESULT

This study aims to describe and analyze the implementation of refreshment training to support bartender performance improvement at the Marriott Hotel Yogyakarta. Based on data obtained from bartenders, the study findings indicate that refreshment training plays a role in supporting performance improvement in four aspects: technical skills, service consistency according to standard operating procedures (SOPs), creativity in mixing drinks, and time management.

Technical Skills Improvement and Implementation of Sequence of Service

The research results show that refreshment training improves bartenders' skills in mixing drinks and implementing the sequence of service. Mixing skills are a technical competency needed to ensure that beverage preparation is carried out according to established recipes, measurements, mixing techniques, and serving standards.

In addition to beverage mixing skills, refresher training also focuses on implementing the sequence of service. Research findings indicate that bartenders' skills in implementing the sequence of service have improved. This finding demonstrates that competency building is not only related to the beverage production process but also to the systematic execution of service stages.

Thus, technical skills and the implementation of the sequence of service are two interrelated aspects in supporting bartender performance. Mastery of drink-mixing techniques must be balanced with an understanding of the service stages to ensure operational processes meet established standards.

Consistency in Implementing Standard Operating Procedures

Research findings indicate that bartenders became more consistent in following standard operating procedures after receiving refresher training. This consistency is a crucial aspect of bartending because SOPs serve as guidelines for carrying out tasks,

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from preparing and mixing drinks to serving them to guests in accordance with applicable regulations.

Consistently implementing SOPs helps maintain uniformity in work processes. In bar operations, adherence to procedures is essential to ensure work is carried out according to consistent standards, not simply based on individual habits or preferences. Therefore, understanding SOPs is a crucial part of a bartender's professional competence.

Based on these findings, refresher training serves as a means of reinforcing bartenders' understanding of work procedures. Consistency in SOP implementation indicates that procedural aspects need to be a crucial part of refresher training. However, the level of compliance with each procedure cannot be clarified in detail without more specific observational data or documentation.

Increasing Creativity in Mixing Drinks

The study results showed that bartenders became more capable of creating drink variations through refreshment training. These findings suggest that refresher training not only strengthens basic skills but also supports bartenders' ability to develop drink variations.

Creativity is a relevant competency aspect in the bartender profession. The ability to create varied drinks can be related to an understanding of ingredient characteristics, mixing techniques, recipe use, and presentation. Developing creativity still requires attention to product quality standards and applicable operational procedures.

In the context of this research, improving the ability to create drink variations demonstrates that creativity is a performance aspect that needs to be considered in bartender training. Refresher training can be understood as a means of strengthening knowledge and skills that support the development of drink variations according to operational needs.

However, the available findings do not specifically describe the types of drinks developed or the resulting innovations. Therefore, the discussion of creativity in this study is limited to improving bartenders' ability to create drink variations, as reflected in the research data.

Improving the Effectiveness and Efficiency of Time Management

Research findings indicate that refreshment training helps bartenders complete tasks more quickly and efficiently. In bar operations, time management relates to the ability to organize work sequences, execute mixing processes, and complete service according to operational requirements without compromising quality standards.

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The ability to work quickly and efficiently is crucial because the bartender's job involves several interrelated stages. Mastering work techniques and understanding procedures can support more focused work execution. Therefore, efficiency is not only related to the speed of task completion, but also to the accuracy of procedure execution and the use of work resources.

Based on the research findings, refreshment training plays a role in supporting bartenders' ability to manage their work time more effectively. This indicates that competency building through refresher training is relevant to operational needs that demand precision and efficiency. However, because pre- and post-training time measurements were not available, efficiency improvements in this study are described descriptively and not expressed as percentages or quantitative values.

DISCUSSION

The Role of Refreshment Training in Developing Bartender Competence

Based on the overall findings, refreshment training plays a role in supporting bartender performance improvements at the Marriott Hotel Yogyakarta by strengthening technical skills, consistently implementing SOPs, creatively mixing drinks, and improving time management. These four aspects demonstrate that bartender performance encompasses the ability to produce beverages while simultaneously providing service and managing work according to operational standards.

Findings regarding improved technical skills and the implementation of the sequence of service demonstrate the importance of strengthening competencies in task execution. Bartenders need to understand the preparation process and the sequence of service to ensure systematic execution. Meanwhile, consistent implementation of SOPs demonstrates the importance of understanding procedures as guidelines for work execution.

In terms of creativity, the ability to create drink variations demonstrates that bartender competence extends beyond routine procedures to the ability to develop products according to operational needs. Improved time management efficiency demonstrates the relevance of training to the ability to complete work more quickly and effectively.

These findings support the understanding that refresher training needs to be linked to real-world job needs. Training materials relevant to bartenders' duties can help strengthen the competencies needed for operational implementation. However, this study did not quantify the contribution of each aspect separately, so the discussion focuses on describing the role of training based on the available qualitative data.

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Relation to Previous Research

The findings of this study can be discussed in relation to the research of Waqanimaravu and Arasanmi (2020), which examined employee training and service quality in the hospitality industry. This study is relevant because it positions training as one aspect related to competency development and service quality. In this study, this relevance is evident in the findings regarding the consistent implementation of SOPs and the strengthening of bartenders' service skills.

Additionally, Dewi, Sihombing, and Witarsana (2023) examined employee training and performance in the food and beverage service department. This study is related to this one because both place training within the context of food and beverage service work in hotels. This study specifically focused on the implementation of refreshment training and its relationship to bartenders' technical skills, creativity, SOP implementation, and time management.

The discussion on the sequence of service is also relevant to the research of Wibawa and Mathilda (2023), who examined the application of the sequence of service to support service quality at the Lobby Lounge Bar and Restaurant of the JW Marriott Hotel Surabaya. In this study, the sequence of service was positioned as one of the skills aspects strengthened through refresher training.

While related to previous research, this study focuses on the context of refresher training for bartenders at the Marriott Hotel Yogyakarta. This focus provides an overview of aspects of bartender competency related to the implementation of refresher training. This difference in context and focus can provide a practical contribution to the discussion of employee competency development in hotel bar service.

Implications for Human Resource Management

The research findings provide practical implications for human resource management, particularly in the development of bartender training programs. First, training materials need to focus on technical skills and the application of the sequence of service so bartenders can perform their work according to service standards. Second, strengthening understanding of Standard Operating Procedures (SOPs) needs to be part of the training to support consistent work processes. Third, training programs can provide space for developing creativity in mixing various drinks, while still adhering to recipe standards, product quality, and operational procedures. Fourth, strengthening work skills needs to be linked to time management so bartenders can complete their work efficiently without compromising service quality .

Based on these implications, refreshment training evaluations can be directed at the suitability of the training material to operational needs and the application of post-training skills. Such evaluations are crucial to ensure that training is not merely viewed

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as a refresher activity but also as part of the ongoing process of maintaining employee competency.

Overall, the research results indicate that refreshment training plays a role in supporting bartender performance improvement at the Marriott Hotel Yogyakarta. This role is reflected in the strengthening of drink mixing skills and the implementation of the sequence of service, consistent adherence to standard operating procedures (SOPs), the ability to create drink variations, and faster and more efficient work execution. These findings confirm the relevance of refreshment training as part of bartender competency development in supporting the quality and consistency of hotel service.

Summary of research findings

Table 1. Summary of Research Findings

Aspects studied	Research findings	Interpretation
Technical skills	Drink mixing skills are getting better	The training supports strengthening the technical competencies of bartenders.
Sequence of service	Implementation of service sequence is getting better	Training supports the implementation of service stages systematically.
Implementation of SOP	Bartenders are more consistent in following SOPs	Training plays a role in strengthening understanding of work procedures.
Creativity	Bartenders are better able to create a variety of drinks	Training supports the development of beverage mixing skills.
Time management	Work becomes faster and more efficient	Training supports the efficiency of work execution.

CONCLUSION

Based on the research results and discussion, it can be concluded that refreshment training plays a role in supporting the improvement of bartender performance at the Marriott Hotel Yogyakarta. This role is seen in four main aspects: technical skills, service consistency according to standard operating procedures (SOPs), creativity in

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mixing drinks, and time management. In terms of technical skills, refreshment training helps strengthen bartenders' abilities in mixing drinks and implementing the sequence of service according to the applicable service stages. In terms of service, refreshment training supports bartenders' consistency in following SOPs during operational activities. In addition, this training is related to improving bartenders' abilities in creating drink variations and carrying out work more quickly and efficiently.

These findings indicate that refreshment training not only serves as a means to refresh knowledge and work skills, but also as part of efforts to maintain bartender competency according to hotel operational needs. Therefore, the implementation of job-relevant refresher training needs to be a priority in human resource development in the food and beverage service sector. However , the conclusions of this study are limited to the qualitative descriptive findings obtained and do not measure the magnitude of performance improvements quantitatively .

Hotel management is advised to maintain and periodically evaluate refresher training according to operational needs. Training materials should cover technical skills in mixing beverages, implementing the sequence of service, adhering to standard operating procedures (SOPs), creativity in developing beverage variations, and time management. Post-training evaluations are also necessary to determine the extent to which the acquired skills are applicable to daily work.

Bartenders are expected to utilize refresher training as a means to strengthen technical skills, improve consistency in SOP implementation, develop creativity in beverage mixology, and increase work efficiency. Furthermore, bartenders need to consistently apply the acquired knowledge and skills in operational activities while maintaining product quality standards and guest service.

Further research is recommended to examine the implementation of refreshment training with a wider range of informants and data sources, for example, involving bartenders, supervisors, and those responsible for training. Future research could also expand the study by comparing performance before and after training or using more structured training evaluation indicators. Thus, further research can provide a deeper understanding of the implementation, effectiveness, and sustainability of refreshment training programs in supporting employee performance in the hospitality industry.

Note for journal manuscripts: The above conclusion does not claim statistically significant improvement because your research uses qualitative descriptive methods. Before submitting your article to SINTA 4, ensure that each conclusion is supported by actual interview findings, observations, or documentation .

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