

ABSTRACT

Every country has a different work culture from others. Culture is one of the characteristics of a nation. In a hotel there are any several departments, including the Food and Beverage Service. Which this service is generally found in across hotels worldwide, the execution is influenced by the local culture because culture is also a form of local wisdom. The purpose of this report is to understand the importance of adapting to a local work culture to achieve optimal and sustainable performance, especially on a multicultural environment such as Malaysia. Cross-cultural understanding helps to improve communication and teamwork could be more effective. The methodology used is descriptive qualitative, by collecting, analyzing, and data presentation of data in a descriptively. Data collection techniques include interviews, observations, and document studies. The results provide a description of work culture and the adaptation process as a newcomer to be able work in a different environment.

Keywords: Culture, Work, Food and Beverage Service