

ABSTRAKSI

Tujuan penelitian ini adalah untuk mengetahui bagaimana standarisasi *sequence of service* di Palapa Coffee Shop Grand Inna Tunjungan Surabaya. Dalam penelitian ini, penulis menggunakan jenis penelitian deskriptif kualitatif. Penulis dapat menyimpulkan bahwa bahwa standarisasi *sequence of service* di Grand Inna Tunjungan Surabaya adalah *greeting, seating the guest, laying folding napkin, giving the menu, beverage and food taking order, repeat order, distribute of captain order, beverage serving, dessert suggestion, settle bill, say thank you*.

Kata kunci : *sequence of service*, Pelayanan, *coffee shop*, *waiter*, *waitress*

ABSTRACT

The purpose of this study was to find out how to standardize the sequence of service at Palapa Coffee Shop Grand Inna Tunjungan Surabaya. In this study, the authors used a qualitative descriptive research type. The author can conclude that the standardization of the sequence of service at The Grand Inna Tunjungan Surabaya is greeting, guest seating, folding napkin laying, giving the menu, beverage and food taking orders, repeat orders, distribute of captain order, beverage serving, dessert suggestion, settle bill, say thank you.

Keywords: sequence of service, service, coffee shop, waiter, waitress