

ABSTRAK

Tujuan penulisan Tugas Akhir ini adalah untuk mengetahui tahapan *sequence of service* di Restoran Cendana. Penulis melakukannya berdasarkan observasi langsung di restoran Cendana. Kesimpulan yang bisa diambil yaitu *Sequence of service* di restoran Cendana tidak berjalan dengan baik karena kendala kurangnya peralatan pada saat operasional sedang ramai., Sehingga *waiter/waitress* tidak bisa melayani tamu dengan cepat

Kata kunci : restoran, *sequence of service*

ABSTRACT

The purpose of writing this Final Project is to determine the sequence of service stages in Cendana Restaurant. The writer does this based on direct observation in Cendana restaurant. The conclusion that can be drawn is that the sequence of service at Cendana restaurant not going well because of the lack of equipment when the operational is crowded, so that the waiter/waitress can not serve guests quickly

Keywords : restoran, *sequence of service*