

ABSTRAKSI

Tujuan Penulisan Tugas Akhir ini adalah untuk mengetahui Standar Operasional Prosedur Pelayanan Tamu di *Café 88* di Hotel 88 Embong Malang Surabaya. Penulis melakukan pengamatan dan melakukan pekerjaan sebagai *waiter* di restoran *Café 88* di Hotel 88 Embong Malang Surabaya. Penulis dapat menarik kesimpulan bahwa Standar Operasional Prosedur pelayanan tamu pada *Café 88* Hotel 88 Embong Malang Surabaya sesuai dengan *Standart Operating Procedure F&B Service Department* dengan kode FBS 101-116 yang meliputi, memberikan salam pada tamu, mengantar tamu, memberikan menu, menulis pesanan tamu, *up selling*, menyajikan minuman, persiapan peralatan makanan, penyajian makanan, cek kepuasan tamu, cara mengambil piring yang kotor, membersihkan sisa makanan diatas meja, membersihkan meja, menawarkan makanan penutup, menyajikan kopi atau teh, cara memberikan *bill*.

Kata Kunci : Restoran, Standar Operasional Prosedur Pelayanan

ABSTRACT

The purpose of this Final Project is to find out the Standard Operating Procedure for Guest Services at Café 88 at 88 Hotel Embong Malang Surabaya. The author made observations and did the work as a waiter in the restaurant Café 88 at Hotel 88 Embong Malang Surabaya. The author can draw the conclusion that the Standard Operating Procedures for guest services at the 88th Hotel 88 Embong Malang Surabaya in accordance with the Standard Operating Procedure F&B Service Department with FBS code 101-116 which includes, greeting guests, delivering guests, giving guests, giving menus, writing guest orders, up selling, serving drinks, preparing food equipment, serving food, checking guest satisfaction, how to take dirty dishes, clean leftovers on the table, clean tables, offer dessert, serve coffee or tea, how to give bills.

Keywords: Restaurants, Standard Operating Procedure Services