

ABSTRACT

The purpose of this paper is to know the application of services during high season in The Coffee Shop Elmi Surabaya Hotel. The writer who is a waitress at the Elmi Surabaya Hotel Coffee Shop observed the application of the service. the author can conclude that the application of services to guests in The Coffee Shop Elmi Surabaya hotel during high season really need communication, good body language. With the implementation of these services, it is very helpful for the smooth operation and avoiding guest complaints at the Elmi Surabaya Hotel coffee shop.

Key Words : waiter/ss, services, The Coffee Shop

ABSTRAK

Tujuan penulisan ini adalah mengetahui penerapan pelayanan ketika *high season* di *The Coffee Shop* Hotel Elmi Surabaya. Penulis yang merupakan seorang *waitress* di *The Coffee Shop* Hotel Elmi Surabaya melakukan pengamatan terhadap penerapan pelayanan. Penulis dapat menyimpulkan bahwa penerapan pelayanan kepada tamu di *The Coffee Shop* Hotel Elmi Surabaya ketika *high season* sangat perlu adanya komunikasi, bahasa tubuh yang baik. Dengan adanya penerapan pelayanan tersebut, sangat membantu untuk kelancaran operasional dan menghindari tamu *complaint* di *The Coffee Shop* Hotel Elmi Surabaya.

Kata Kunci : *waiter/ss*, pelayanan, *The Coffee Shop*