

ABSTRAK

Penulisan Tugas Akhir ini yang berjudul *Sequence of Service* di Spice Restoran Oakwood Hotel & Residence Surabaya mempunyai tujuan yaitu untuk bisa memberikan pengetahuan tentang *Sequence of Service* yang benar di sebuah restoran.

Penulis melakukan pengamatan pada saat Praktik Kerja Lapangan (PKL) sebagai waitress di Spice Restaurant & Deck side Lounge & Bar. Penulis dapat menarik kesimpulan bahwa *Sequence of Service* di Spice Restaurant Surabaya meliputi, memberikan sambutan, 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, ,menyajikan kopi atau teh dan cara memberikan bill.

Kata Kunci : *Sequence of Service*, Spice Restaurant, makanan & minuman

ABSTRACT

This final project entitled squence off Service at Spice Restaurant Oakwood Hotel & Residence Surabaya has the goal of being able to deliver knowledge about the correct Service squence off at a restaurant. The author made observations during the Field Work Practice (PKL) as a waitress at the Spice Restaurant & Deck side Lounge & Bar.

The author can conclude that the sequence of service at Spice Restaurant Surabaya includes, giving welcome, escorting guests, giving menus, writing guest orders, up selling, serving drinks, preparing food utensils, serving food, checking guest satisfaction, how to take dirty plates, cleaning the rest of the food on the table, serving coffee or tea and how to give the bill.

Keywords: Sequence of Service, Spice Restaurant, food & beverage