

ABSTRACT

The purpose of writing this final project is to find out the duties and responsibilities of the crew outlet at Kabobs Premium Kebab BG Junction Surabaya. The author observes the duties and responsibilities of the crew outlet at Kabobs Premium Kebab BG Junction Surabaya. The author concludes that the duties and responsibilities of the crew outlet at Kabobs Premium Kebab BG Junction Surabaya are to provide service to customers, prepare equipment when the opening shift of the restaurant is open, when the middle shift of the restaurant is open to serve customers, and on the closing shift to do cleaning when the restaurant is closed.

Keywords restaurant, crew outlet

ABSTRAK

Tujuan penulisan tugas akhir ini adalah untuk mengetahui tugas dan tanggung jawab *crew outlet* Pada Kabobs Premium Kebab BG Junction Surabaya. Penulis melakukan pengamatan terhadap tugas dan tanggung jawab *crew outlet* di Kabobs Premium Kebab BG Junction Surabaya. Penulis menyimpulkan bahwa tugas dan tanggung jawab *crew outlet* di Kabobs Premium Kebab BG Junction Surabaya adalah memberikan pelayanan terhadap *customer*, mempersiapkan peralatan pada saat *opening shift* restoran buka, pada saat *middle shift* restoran buka melayani *customer*, dan pada *closing shift* melakukan pembersihan pada saat restoran tutup.

Kata kunci **restoran, crew outlet**