

ABSTRACT

The purpose of writing this final project is to find out the Sequence of Service at the Mariposa Restaurant Best Western Papilio Hotel Surabaya. one supervisor and one waiter at the Mariposa Best Western Papilio Hotel Restaurant. Besides that, the author also made direct observations at the Mariposa Best Western Papilio Hotel Restaurant. The author concludes that the sequence of service at the Mariposa Best Western Papilio Hotel Surabaya restaurant in normal and low season conditions can apply all 18 point sequences of service sequentially and systematically, but when conditions are peak season, the point sequence of service for point up selling is run simultaneously with point when taking orders and for point guest comment cards are executed at the same time as the point when escorting guests from the restaurant so that all point sequences of service can be executed during peak season.

Keywords: sequence of service, restaurant, hotel.

ABSTRAK

Tujuan penulisan tugas akhir ini adalah untuk mengetahui *Sequence of Service* di Restoran Mariposa Best Western Papilio Hotel Surabaya. Penulis mendapatkan data-data untuk memenuhi tugas akhir ini dari *Human Resource and Development* (HRD) Best Western Papilio Hotel, penulis juga mendapatkan data-data dari satu *supervisor* dan satu *waiter* di Restoran Mariposa Best Western Papilio Hotel. Disamping itu, penulis juga melakukan pengamatan langsung di Restoran Mariposa Best Western *Papilio* Hotel. Penulis menyimpulkan bahwa *sequence of service* di restoran Mariposa *Best Western* Papilio Hotel Surabaya dalam kondisi normal dan *low season* dapat menerapkan semua 18 *point sequence of service* secara urut dan sistematis, namun saat kondisi *peak seanson point sequence of service* untuk *point up selling* dijalankan bersamaan dengan *point* saat *taking order* dan untuk *point guest comment card* dijalankan bersamaan dengan *point* saat mengantarkan tamu meninggalkan restoran sehingga semua *point sequence of service* bisa dijalankan saat *peak season*.

Kata kunci: *sequence of service*, restoran, hotel.