

ABSTRACT

The purpose of this Final Project is to find out the Resto Service at Hotel 88 Embong Kenongo Surabaya. The author made observations and worked as a waiter at the restaurant at Hotel 88 Embong Kenongo Surabaya. The author can draw the conclusion that the Resto Service at Hotel 88 Embong Kenongo Surabaya is very good, which includes welcoming guests who come, giving greetings, asking about reservations, taking guests, providing menu lists, receiving guest orders, repeating guest orders, preparing food utensils, serving Drinks, Serves food, Takes dirty plates on the guest table, Delivers the bill, Gives thanks.

Keywords:stages of service, restaurant

ABSTRAK

Tujuan Penulisan Tugas Akhir ini adalah untuk mengetahui Tahapan Pelayanan Resto di Hotel 88 Embong Kenongo Surabaya. Penulis melakukan pengamatan dan melakukan pekerjaan sebagai *waiter* di Resto di Hotel 88 Embong Kenongo Surabaya. Penulis dapat menarik kesimpulan bahwa Pelayanan Resto pada Hotel 88 Embong Kenongo Surabaya, yang meliputi menyambut tamu yang datang, memberikan salam, menanyakan tentang reservasi, mengantar tamu, memberikan daftar menu menerima pesanan tamu, mengulangi kembali pesanan tamu, Persiapan peralatan makanan, menyajikan minuman, menyajikan makanan, mengambil piring kotor diatas meja tamu, mengantarkan bill, memberikan ucapan terimakasih.

Kata kunci : tahapan pelayanan, resto