



**PERAN *WAITER* DAN *WAITRESS* DALAM MENINGKATKAN  
KUALITAS PELAYANAN DI *EL PATIO COFFEE SHOP* MELIA  
PUROSANI HOTELS AND RESORT YOGYAKARTA**

**LAPORAN AKHIR**

**Oleh:**

**Natalia Murdani**

**1500711019**

**UNIVERSITAS MUHAMMADIYAH JEMBER  
FAKULTAS ILMU SOSIAL DAN ILMU POLITIK  
PROGRAM STUDI DIPLOMA III PERHOTELAN  
2018**



**THE ROLE OF WAITER AND WAITRESS IN IMPROVING THE  
QUALITY OF SERVICE AT EL PATIO COFFEE SHOP MELIA  
PUROSANI HOTELS AND RESORT YOGYAKARTA**

**FINAL REPORT**

**By:**

**Natalia Murdani**

**1500711019**

**UNIVERSITY OF MUHAMMADIYAH JEMBER  
FACULTY OF SOCIAL AND POLITICAL SCIENCES  
STUDY PROGRAM OF DIPLOMA III HOSPITALITY  
2018**