

## ABSTRAK

Tugas Akhir ini berjudul “Kualitas Pelayanan *Breakfast* Pada Saat Pandemi Covid-19 Di Royal Hotel n’ Lounge Jember”. Tujuan penelitian adalah untuk menjelaskan kualitas pelayanan *breakfast* di Royal Hotel n’ Lounge Jember yang sesuai dengan SOP (*standart operational procedure*) dan menerapkan protokol kesehatan. Ini merupakan penelitian deskriptif dan matriks SWOT. Metode pengumpulan data yang digunakan pada penelitian ini adalah dengan observasi dan wawancara dengan narasumber para *staff*, serta dengan ikut terjun langsung dalam kegiatan operasional di Royal Hotel n’ Lounge Jember saat melakukan *On The Job Training II* selama 3 bulan . hasil penelitian yang diperoleh adalah kualitas pelayanan *breakfast* sesuai SOP dengan menerapkan protocol kesehatan pandemic covid-19 yang diterapkan dengan cukup baik. Kendalanya adalah kurangnya *waiter* dan *waitress*. Solusinya adalah lebih meningkatkan peraturan protokol pandemic covid-19, dan *waiter/waitress* lebih teliti dalam melayani permintaan tamu sehingga dapat meningkatkan kepuasan tamu.

Kata kunci : *breakfast*, pelayanan, SOP (*standart operational procedure*)



## ABSTRACT

*This Final Project is entitled "Quality of Breakfast Service During the Covid-19 Pandemic At Royal Hotel n' Lounge Jember". The purpose of the study was to explain the quality of breakfast services at the Royal Hotel n' Lounge Jember in accordance with SOPs (standard operational procedures) and implementing health protocols. This is a descriptive study and a SWOT matrix. The data collection method used in this study was by observation and interviews with staff sources, as well as by participating directly in operational activities at the Royal Hotel n' Lounge Jember while conducting On The Job Training II for 3 months. The results of the research obtained are the quality of breakfast services according to the SOP by implementing the Covid-19 pandemic health protocol which is implemented quite well. The problem is the lack of waiters and waitresses. The solution is to further increase the rules for the Covid-19 pandemic protocol, and the waiter/waitress is more thorough in serving guest requests so as to increase guest satisfaction.*

*Keywords : breakfast, service, SOP (standard operational procedure)*

