

ABSTRAK

Judul dari laporan ini adalah “Proses Penanganan *Taking Order* oleh *Waiter/Waitress* di Ruby Resto Royal Hotel and Lounge Jember ”. Yang melatar belakangi penelitian ini adalah tentang Proses Penanganan *Taking Order* di Ruby Resto Royal Hotel and Lounge Jember. Tujuan penulisan ini untuk mengetahui bagaimana proses penanganan *taking order* di Royal Hotel and Lounge Jember. Metode penelitian yang digunakan yaitu dengan teknik wawancara, metode observasi, metode kepustakaan, ada indikator yang menghambat proses penanganan *taking order* adalah setiap senior cara menanganinya berbeda dan kurangnya *staff* selama pandemi ini sehingga banyak anak training merasa kurang diawasi dan terkadang ada kesalahan selama melakukan proses *taking order*, kesalahan tersebut seperti lupaanya menanyakan nomor kamar dan mengetahui menu yang *ready* atau tidak, namun hal tersebut mendapat solusi yaitu ada training yang semakin bertambah sehingga bisa membantu tenaga *staff* yang sangat minim di Hotel Royal And Lounge Jember dan senior semakin lebih memperhatikan kinerja para training agar terlaksanakannya proses kerja yang lancar, metode pengumpulan data yang digunakan adalah metode kepustakaan, wawancara, observasi dan dokumentasi ini merupakan deskriptif kualitatif yang mana menggunakan analisa deskriptif dan analisis SWOT

Kata kunci: *food and beverage service*, Proses *taking order*

ABSTRACT

The title of this report is “The Process of Taking Orders by Waiters/Waitress at Ruby Resto Royal Hotel and Lounge Jember”. The background of this research is about the Process of Handling Taking Orders at Ruby Resto Royal Hotel and Lounge Jember. The purpose of this paper is to find out how the process of handling taking orders at the Royal Hotel and Lounge Jember. The research methods used are interview techniques, observation methods, library methods, there are indicators that hinder the process of handling taking orders, namely that each senior has a different way of handling it and the lack of staff during this pandemic so that many training children feel less supervised and sometimes there are mistakes during the process. taking orders, the error is like forgetting to ask for the room number and knowing the menu is ready or not, but this has a solution, namely there is increasing training so that it can help the very minimal staff at Hotel Royal And Lounge Jember and seniors are increasingly paying attention to the performance of the staff. training so that the work process runs smoothly, the data collection method used is the method of literature, interviews, observations and documentation. This is a qualitative descriptive which uses descriptive analysis and SWOT analysis.

Key words : food ang baverage service, Process taking order