

## ABSTRAK

Hotel memiliki banyak departemen-departemen yang mendukung kelancaran operasional Hotel. Salah satunya adalah bagian *food and beverage department* yang bertanggung jawab penuh dalam pengolahan hingga penyajikan makanan dan minuman. Laporan Akhir ini berjudul “Upaya Mengoptimalkan Waiter dan Waitress Dalam Meningkatkan Kualitas Pelayanan di Ah Yat Abalone Forum Restaurant Harris Hotel & Conventions Malang”. Data diperoleh oleh penulis dengan cara melakukan observasi, wawancara, dan dokumentasi selama melaksanakan *on the job training*. Tujuan Laporan Akhir ini adalah sebagai salah satu syarat memperoleh gelar Amd.Par dan untuk mengetahui bagaimana Bagaimana upaya Mengoptimalkan Waiter dan Waitress Dalam Meningkatkan Kualitas Pelayanan di Ah Yat Abalone Forum Restaurant Harris Hotel & Conventions Malang. Dalam upaya mengoptimalkan waiter dan waitress yang bertugas di setiap harinya, maka seorang *restaurant captain* membagi menjadi beberapa peran yakni *hostess, cashier, busboy atau busgirl* dan *runner back area*. Dengan pembagian tugas kepada waiter dan waitress dapat membantu kelancaran operasional Ah Yat Abalone Forum Restaurant.

**Kata Kunci :** Restoran, Pelayanan, Waiter dan Waitress

## **ABSRACT**

*The Hotel has many departments that support the smooth operation of the hotel. One of them is the food and beverage department which is fully responsible for processing to serving food and beverages. This final report is entitled "Efforts to Optimize Waiters and Waitress in Improving Service Quality at Ah Yat Abalone Forum Restaurant Harris Hotel & Conventions Malang". The data were obtained by the author by conducting observations, interviews, and documentation while carrying out on the job training. The purpose of this final report is as one of the requirements for obtaining an Amd.Par degree and to find out how to optimize the Waiter and Waitress in Improving Service Quality at Ah Yat Abalone Forum Restaurant Harris Hotel & Conventions Malang. In an effort to optimize the waiters and waitresses on duty every day, a restaurant captain divides into several roles, namely hostess, cashier, busboy or busgirl and runner back area. With the division of tasks to waiters and waitresses, it can help the smooth operation of Ah Yat Abalone Forum Restaurant.*

**Keywords:** Restaurant, Services , Waiter and Waitress

