

ABSTRAK

Tugas Akhir ini membahas tentang optimalisasi kinerja *waiter* dalam menangani *event meeting* pada *banquet section* di harris hotel and convention malang. Tujuan dari penulisan ini adalah untuk mengetahui kinerja *waiter* dalam menangani *event meeting* pada *banquet section* di harris hotel and convention malang. Penulisan laporan disajikan secara kualitatif dan analisis SWOT. Teknik yang digunakan dalam pengumpulan data berupa observasi, wawancara, studi pustaka. Hasil Laporan Akhir ini menunjukkan bahwa optimalisasi kinerja *waiter* dalam menangani *event meeting* pada *banquet section* di harris hotel and convention malang yaitu meliputi: kualitas kerja, ketepatan waktu, inisiatif, kemampuan, dan komunikasi yang secara umum indikator kinerja *waiter* tersebut dalam menangani *event meeting* sudah baik.

Kata kunci: Optimalisasi, Kinerja, Waiter, Banquet Section



ABSTRACT

This final project discusses the optimization of waiter performance in handling event meetings at the banquet section at Harris Hotel and Convention Malang. The purpose of this paper is to determine the performance of the waiter in handling the event meeting at the banquet section at the Harris Hotel and Convention Malang. Report writing is presented qualitatively and SWOT analysis. The technique used in data collection is in the form of observation, interviews, and literature study. The results of this final report indicate that the optimization of the waiter's performance in handling event meetings at the banquet section at the Harris Hotel and Convention Malang, which includes: work quality, timeliness, initiative, ability, and communication which in general the waiter's performance indicators in handling event meetings are good.

Keywords: Optimization, Performance, Waiter, Banquet Section

