

## ABSTRACT

The writing of this final report aims to describe the waiter/waitress procedure in handling breakfast during the covid-19 pandemic at the Royal Hotel N, Jember lounge. With information obtained from the staff of the royal hotel N' lounge jember, based on the dimensions of responsiveness, realibility, empathy, the types and sources of data used are qualitative and quantitative data obtained from the Royal Hotel N' Lounge Jember during the *On The Job Training* process, with primary and secondary data sources to strengthen the description of the results of this Final Report. The data analysis technique in this final report uses descriptive analysis and SWOT analysis techniques. The Waiter/Waitress procedure in handling breakfast during the COVID-19 pandemic at the Royal Hotel N' Lounge Jember can be described as that the service procedure at the Royal Hotel N' Lounge can still run effectively with a physical distancing system and obeying health protocols based on government circulars to maintain the safety and health of everyone from the spread of the covid-19 virus..

Keywords: Service, Procedure, Breakfast, Royal Hotel N' Lounge Jember

