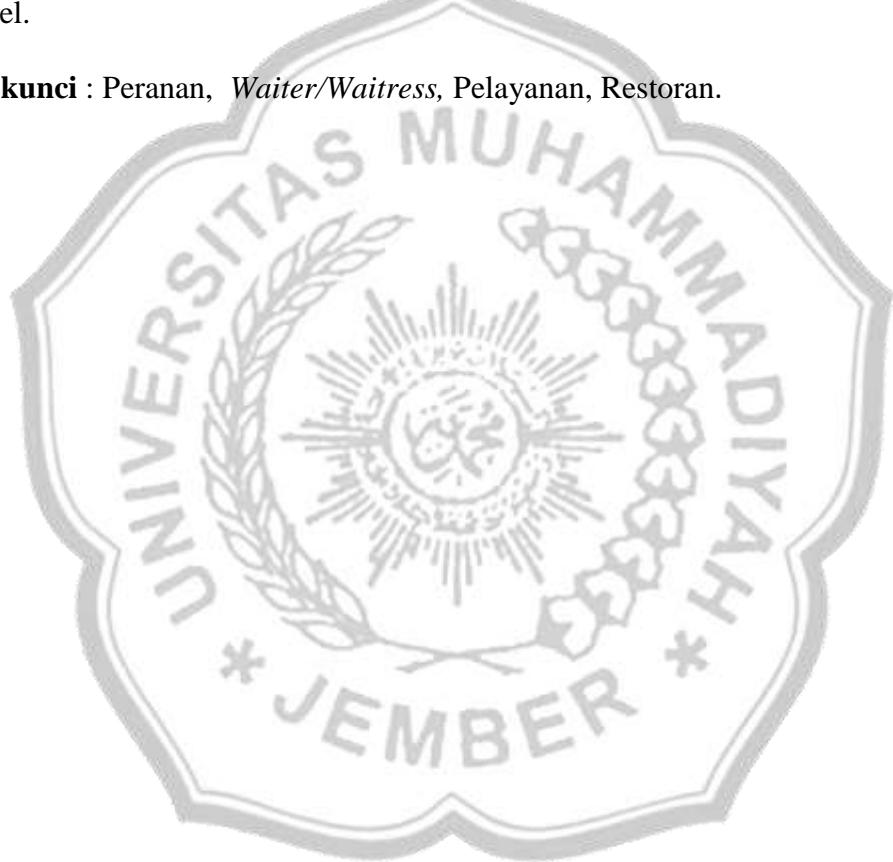


ABSTRAK

Tujuan penulisan tugas akhir ini adalah untuk mengetahui peran *waiter* dan *waitress* dalam memberikan pelayanan di *Royal Hotel N' Lounge Jember*. Metode pengumpulan data yang digunakan pada tugas akhir ini adalah observasi dan wawancara yang selanjutnya dianalisis dengan analisis deskriptif dan analisis SWOT. Berdasarkan hasil dan pembahasan, dapat disimpulkan bahwa peranan *waiter* dan *waitress* di *Royal Hotel N' Lounge Jember* sangat penting dalam menunjang operasional *food and beverage service* dalam rangka memberikan pelayanan, sehingga tamu mendapatkan kepuasan dan kenyamanan selama berada di hotel.

Kata kunci : Peranan, *Waiter/Waitress*, Pelayanan, Restoran.



ABSTRACT

The purpose of writing this final project is to determine the role of waiters and waitresses in providing services at the Royal Hotel N' Lounge Jember. The data collection method used in this final project is observation and interviews which are then analyzed by descriptive analysis and SWOT analysis. Based on the results and discussion, it can be concluded that the role of waiters and waitresses at Royal Hotel N' Lounge Jember is very important in supporting the operations of food and beverage service in order to provide services, so that guests get satisfaction and comfort while at the hotel.

Keywords: Role, Waiter/Waitress, Service, Restaurant.

