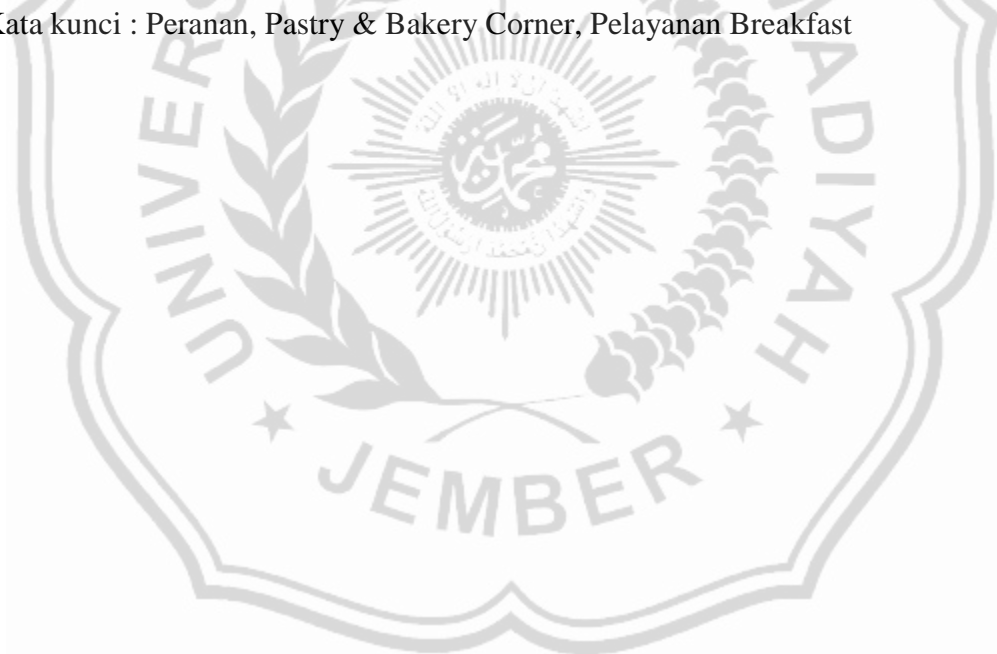


## ABSTRAK

Tugas Akhir ini berjudul “Peranan Pastry And Bakery Corner Saat Pelayanan Breakfast Pada Pavilion Restoran JW Marriot Hotel Surabaya.” Penulisan tugas akhir ini bertujuan untuk mengetahui peranan pastry corner pada saat pelayanan breakfast di hotel JW Marriot Surabaya sehingga dapat dilakukan peningkatan kinerja Pelayanan di JW Marriot Hotel Surabaya. Metode analisis data dengan metode analisis deskriptif dengan melakukan pengamatan langsung. Berdasarkan hasil pembahasan , maka kesimpulannya adalah Peranan Pastry and Bakery Corner sangat penting dalam menunjang pelayanan breakfast, hal ini dapat terlihat sebagian tamu menginginkan menu pastry & Bakery untuk breakfastnya; Kelancaran pelayanan breakfast di Paviliun restoran Jw Marriot Surabaya, khususnya bagi tamu yang menginginkan menu Pastry & Bakery bergantung kepada peranan Pastry & Bakery Corner yang optimal. Untuk mendukung kelancaran operasionalnya, maka Cook harus memperhatikan hal – hal penting yaitu : Persiapan Penataan Pastry and Bakery Corner, Menawarkan Menu Pastry & Bakery Kepada Setiap Tamu, Memproses Menu Sesuai Permintaan Tamu.

Kata kunci : Peranan, Pastry & Bakery Corner, Pelayanan Breakfast



## ABSTRACT

This Final Project is entitled " *Role Of Pastry And Bakery Corner During Breakfast At Pavilion Restaurant Jw Marriot Hotel Surabaya*" Writing this final project aims to determine the role of the pastry corner during breakfast service at the JW Marriot Surabaya hotel so that service performance can be improved at the JW Marriot Hotel Surabaya. Data analysis method with descriptive analysis method by direct observation. Based on the results of the discussion, the conclusion is that the role of Pastry and Bakery Corner is very important in supporting breakfast services, it can be seen that some guests want a Pastry & Bakery menu for their breakfast; The smooth running of breakfast service at the Jw Marriot Surabaya restaurant pavilion, especially for guests who want the Pastry & Bakery menu, depends on the optimal role of the Pastry & Bakery Corner. To support the smooth operation, the Cook must pay attention to important things, namely: Preparation of Pastry and Bakery Corner Arrangements, Offering Pastry & Bakery Menus to Each Guest, Processing Menus According to Guest Requests.

*Keywords: Role, Pastry & Bakery Corner, Breakfast Service*

