

## ABSTRAK

Penulisan tugas akhir dengan “pelayanan *lunch* oleh *waiter* dan *waitress* pada nusantara restaurant di ascent premiere hotel and convention malang” bertujuan untuk mengamati bagaimana operasional *lunch* yang ditangani oleh *waiter/waitress* di nusantara restoran ascent premiere malang, penulis menggunakan metode analisis deskriptif dengan melaksanakan pengamatan secara langsung pada saat operasional berlangsung. Terdapat beberapa hambatan saat operasional *lunch* di nusantara restaurant berlangsung, salah satunya jumlah pengunjung yang sangat banyak dan penempatan *buffet* di tempat yang sempit membuat pengunjung mengantre sangat panjang, dengan antrean yang sangat panjang dan padat kegiatan refill makanan menjadi sangat terganggu dan tidak menutup kemungkinan tamu yang lain mengurungkan niat untuk mengunjungi restoran. Berdasarkan pembahasan, dapat diperoleh kesimpulan sebagai berikut : Pelayanan *lunch* di nusantara restaurant ascent premiere hotel and convention malang menggunakan system penyajian *buffet service* dan *ready on plate* Dan Pelayanan *lunch* oleh *waiter* dan *waitress* di nusantara restaurant ascent premiere hotel and convention malang yang baik membuat kenyamanan bagi tamu.

Kata kunci: Pelayanan, *Lunch*, Restoran, *Waiter* dan *waitress*



## ABSTRACT

*Writing the final project with "lunch service by waiter and waitress at nusantara restaurant at ascent premiere hotel and convention malang" aims to find out lunch service by waiters/waitress in archipelago ascent premiere restaurant Malang, the author uses descriptive analysis method by carrying out direct observations during operations going on. Service is very influential on the sustainability of the archipelago of restaurants, the number of visitors is very large and the placement of the buffet in a narrow place makes visitors queue very long, with very long and dense queues, food refill activities are very disturbed and it does not rule out the possibility of other guests canceling their intention to visit restaurant. Based on the discussion, the following conclusions can be drawn: Lunch service at the Archipelago Ascent Premiere Hotel and Convention Malang restaurant uses a buffet service and ready on plate presentation system. Lunch service by waiters and waitresses at the Nusantara Ascent Premiere Hotel and Convention Malang restaurant makes it comfortable visitor.*

*Keywords: Service, Lunch, Restaurant, Waiter and waitress*

