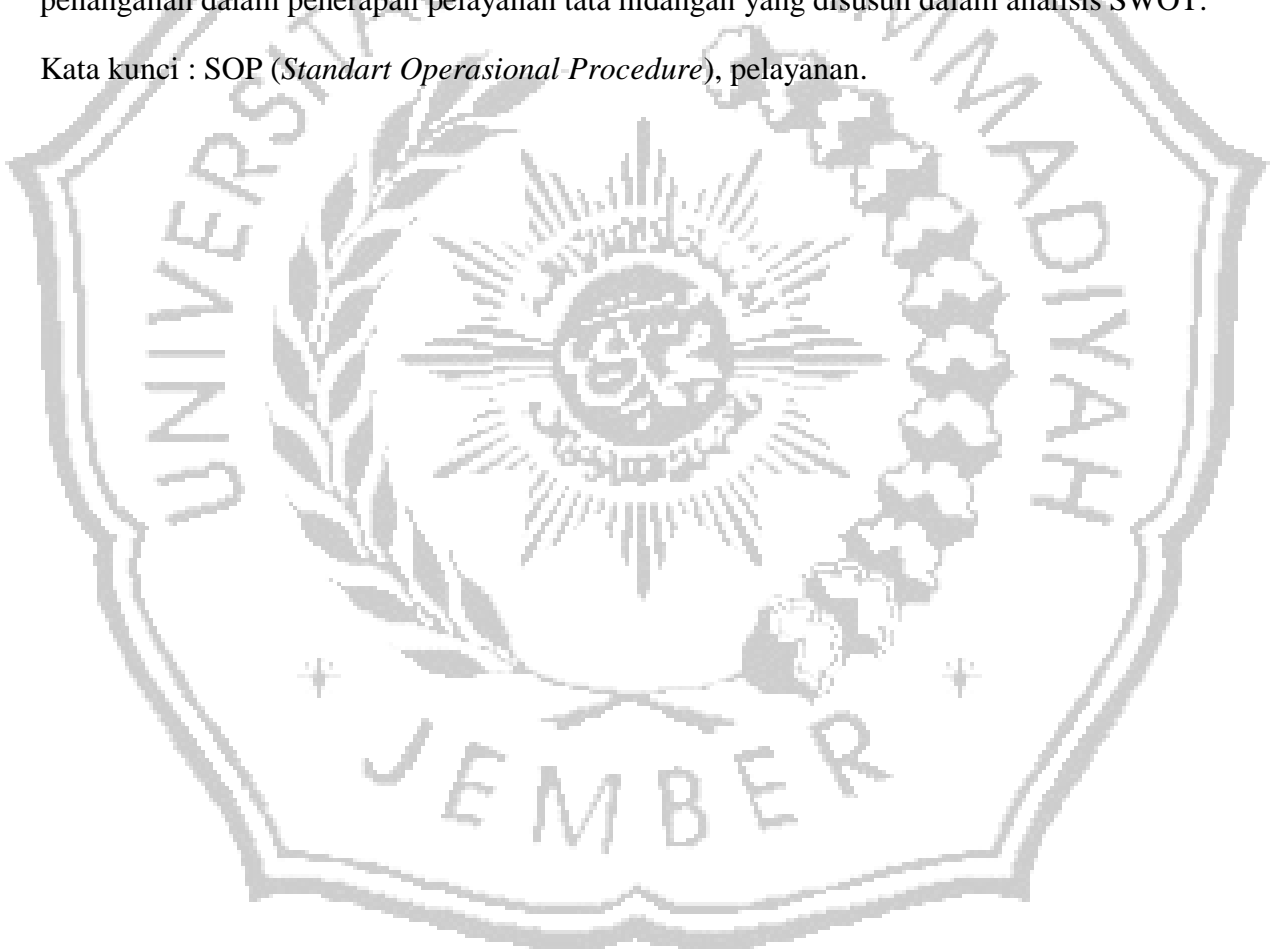


ABSTRAK

Optimalisasi Operasional Waiter & Waitress Pada Departemen F&B Service di Wyndham Dreamland Resort Bali” adalah penelitian yang fokus Berdasarkan referensi ide tentang SOP (*Standart Operasional Procedure*) pelayanan yang diterapkan di Wyndham Dreamland Resort Bali. Tujuan penelitian ini adalah untuk memahami peranan operasional peranan tata hidang yang baik sesuai sop yang seharusnya pada Wyndham Dreamland Resort Bali. Ini merupakan penelitian deskriptif dan matriks SWOT. Metode pengumpulan data yang digunakan pada penelitian ini adalah observasi dan wawancara yang selanjutnya dianalisis dengan analisis SWOT. Hasil dari penelitian ini adalah kualitas pelayanan tata hidang yang diterapkan dengan baik walaupun diperbaiki. Kendalanya adalah kurangnya SDM yang mumpuni. Solusinya adalah manager, assintant manager, supervisor serta captaint jika restoran sedang ramai turun langsung meringankan operasional restoran. Selain itu, ditemukan pula kekuatan, kelemahan, peluang dan ancaman (SWOT) dari prosedur penanganan dalam penerapan pelayanan tata hidangan yang disusun dalam analisis SWOT.

Kata kunci : SOP (*Standart Operasional Procedure*), pelayanan.



ABSTRACT

Optimization of Waiter & Waitress Operations at the F&B Service Department at Wyndham Dreamland Resort Bali ”is a research that focuses on reference to ideas about SOP (Standard Operating Procedure) services that are implemented at Wyndham Dreamland Resort Bali. The purpose of this study is to understand the operational role of the role of good hydrolic according to the soup that should be at the Wyndham Dreamland Resort Bali. This is a descriptive study and SWOT matrix. Data collection methods used in this study were observation and interviews which were further analyzed by SWOT analysis. The results of this study are the quality of court services that are implemented well, although improved. The problem is the lack of qualified human resources. The solution is the manager, assintant manager, supervisor and captaint if the restaurant is busy going down immediately ease the operation of the restaurant. In addition, strengths, weaknesses, opportunities and threats (SWOT) were also found from the handling procedures in the implementation of the food service system compiled in the SWOT analysis.

Keywords: SOP (Standard Operating Procedure), service.

