

**PERBANDINGAN TEORI DAN IMPLEMENTASI LAYANAN
PRAMUSAJI DALAM OPERASIONAL RESTORAN DI
HOTEL SWISS-BELINN KRISTAL KUPANG**

***COMPARISON OF THEORY AND IMPLEMENTATIO FOR
WAITER SERVICES IN RESTAURANT OPERATION HOTEL
SWISS-BELINN KRISTAL KUPANG***

ABSTRAK

Hotel Swiss-Belinn Kristal Kupang merupakan salah satu chain hotel yang berada di kota kupang dan tetap beroperasi dalam masa pandemi ini. *Food and Beverage Departament* sebagai salah satu sumber pendapatan hotel, harus menjamin kualitas layanan pramusaji yang ada. Tujuan laporan magang ini adalah untuk menilai kualitas layana pramusaji dan kendala-kendala yang dihadapi *Food and Baverage Departament*. Laporan magang ini menggunakan studi lapangan dengan observasi dan wawancara kepada pramusaji yang ada di Hotel Swiss-Belinn Kristal Kupang. Hasil penelitian menunjukkan masih kurangnya kualitas layanan pramusaji dan masih banyak kendala yang dihadapi *Food and Baverage Departament* dalam melaksanakan layanan yang ada, sehinga perlu adananya Standar Operasional Prosedur (SOP) yang dapat meningkatkan kualitas layanan yang ada.

Kata kunci: Standar Operasional Prosedur (SOP), Pelayanan, Operasional

ABSTRACT

Swiss-Belinn Kristal Kupang Hotel is one of the chains hotel located in Kupang city and continues to operate during this pandemic. The Food and Beverage Department, as one of the sources of income for the hotel, must guarantee the quality of the waiter's service. The purpose of this internship is to

assess the quality of waiter service and the constraints faced by the Food and Beverage Department. The methods are field research with observations and interviews with waiters at the Swiss-Belinn Kristal Hotel, Kupang. The results of this research shows that there is still a lack of quality of waiter services and there are still many obstacles faced by the Food and Beverage Department in implementing existing services, so there is a need for Standard Operating Procedures (SOP) that can improve the quality of existing services.

Keyword: *Standard Operating Procedures (SOP), Services, Operation*

