

INTISARI

Bukan hanya menyediakan kamar, hotel juga menyediakan makanan dan minuman. Food and Beverage Department adalah bagian hotel yang menyediakan produk tersebut. Food and Beverage Department dibagi menjadi 2 bagian, yaitu Food and Beverage Product dan Food and Beverage Service.

Service adalah cara melayani dan cara menyajikan hidangan tamu dengan sebaik mungkin agar tamu merasa puas dengan apa yang dihidangkan. Kepuasan tamu adalah tujuan utama suatu hotel. Penelitian ini bertujuan untuk mengetahui usaha staff Food and Beverage Service untuk membuat tamu merasa puas dengan memberikan pelayanan sebaik mungkin dari tamu datang hingga tamu selesai dan meninggalkan restaurant berdasarkan Standard Operation Procedure.

Kata kunci: Hotel, *Food and Beverage*, *service*

ABSTRACT

Not only providing rooms, the hotel also provides food and beverages. Food and Beverage Department is part of the hotel that provides the product. Food and Beverage Department is divided into two parts, that is Food and Beverage Products and Food and Beverage Service.

Service is how to serve and how to present guests with the best possible dishes that guests feel satisfied with what was served . Guests satisfaction is the main purpose of a hotel . This study aims to determine the methods of staff of Food and Beverage Service use to make guests feel satisfied by providing the best possible care of guests that come until finish and leave the restaurant by based on Standard Operation Procedure.

Keywords : Hotel , Food and Beverage , service

