

INTISARI

Food and Beverage Service adalah salah satu Department di Perhotelan yang banyak menawarkan pelayanan dan mempunyai peran yang penting dalam hotel. Contoh pelayanan yang diberikan adalah ketika breakfast, lunch ataupun dinner.

Breakfast, lunch dan dinner (ala carte) bukan hanya sebagai fasilitas dalam hotel tetapi juga suatu kebutuhan bagi para tamu. Sehingga perlu untuk meningkatkan standart pelayanan dan kualitas menu yang disajikan di breakfast dan ala carte. Penelitian ini bertujuan untuk menganalisa berbagai macam menu breakfast dan ala carte, perbedaan antara menu breakfast dan ala carte, serta mencari tahu menu khusus yang disajikan dalam event yang diadakan di Restoran Hyatt Regency Yogyakarta. Metode penelitian dilakukan dengan terjun mengamati langsung (Praktek Kerja Lapangan) dan menanyakan langsung pada pihak yang bersangkutan.

Hasil penelitian ini menunjukkan bahwa Hyatt Regency Yogyakarta mempunyai 2 jenis macam menu di breakfast dan ala carte yaitu menu western serta menu lokal, kemudian untuk perbedaanya terletak pada table set up, service dan menu makanannya, serta menunjukkan adanya beberapa menu khusus dalam event yang diadakan di Restoran Kemangi Bistro.

Kata kunci : Hotel, *Food and Beverage*, *Breakfast*, *ala carte*

ABSTRACT

Food and Beverage Service is one of Department in Hospitality wich offer many service and having important role in Hotel. Examples of service provide are breakfast, lunch and dinner (ala carte)

Breakfast, lunch, and dinner (ala carte) not only as the facility in Hotel but also as necessity for guest. So it's necessary to improve the standart of service and quality menu is serve in breakfast and ala carte. This Research is intend to analyze assorted menu of breakfast and ala carte, difference between menu of breakfast and ala carte, as well as find out a special menu from event which is held in Hyatt Regency Yogyakarta Restaurant. This research's methode is doing by observe directly (On The Job Training) and ask directly with the parties concerned.

The result of research indicate that Hyatt Regency Yogyakarta have 2 type of food in breakfast and ala carte that is western menu and local menu, then for the difference lies on Table Set Up, Service and menu of food, as well as show some special menu on event which is held by Hyatt Regency Yogyakarta Restaurant.

Key Word : Hotel, Food and Beverage, breakfast, ala carte.