

INTISARI

Dalam penulisan tugas akhir ini, penulis melakukan penelitian mengenai kegiatan yang dilakukan oleh The Alana Hotel & Convention Center. Objek yang akan diteliti adalah *Food and Beverage Department* di Andrawina Coffee Shop. Kemudian, adapun pemilihan topik bahasan yaitu Kinerja Pelayan di Andrawina Coffee Shop di The Alana Hotel Yogyakarta berdasarkan atas pentingnya fungsi *Food and Beverage Department* di The Alana Hotel.

Tujuan penelitian ini adalah untuk menjelaskan tentang pelaksanaan kegiatan yang dilakukan oleh Food and Beverage Department khususnya *waiters* dan *waitresses* di Andrawina Coffee Shop yang berfungsi untuk menarik perhatian seluruh tamu baik dalam bentuk penjualan makanan ataupun minuman. Dari hasil penelitian yang dilakukan oleh penulis, dapat diketahui bahwa faktor apa saja yang mempengaruhi kegiatan di Andrawina restaurant. Diantaranya greeting dan grooming standard, macam-macam layanan yang terdapat di Andrawina Coffee Shop, pengenalan istilah-istilah dalam restoran (*set up, clear up, take out, replace* dan *polish*), jenis-jenis peralatan seperti *cutlery, china wares, dan glass wares*, di Andrawina Coffee Shop.

Metode yang digunakan dalam tugas akhir ini terdiri dari studi lapangan dan studi pustaka. Studi lapangan berupa observasi langsung dan wawancara. Sementara itu, studi pustaka menghimpun informasi dari sumber buku, internet dan handout The Alana Hotel.

Food and Beverage Departemen adalah bagian dari sebuah hotel yang mengurus dan bertanggung jawab untuk kebutuhan pelayanan makanan dan minuman serta kebutuhan lain yang terkait dari para tamu yang tinggal atau tidak di sebuah hotel tertentu dan dikelola secara komersial dan profesional. Departemen ini memiliki peran penting untuk mencapai kepuasan tamu dan memberikan keuntungan untuk hotel bisnis. Dari para tamu yang tinggal maupun yang tidak tinggal di hotel tersebut dan dikelola secara komersial serta profesional.

Kata Kunci: The Alana Hotel, Food and Beverage Department, Waiters and Waitresses, Andrawina Coffee Shop.

ABSTRACT

For this graduating paper, the writer conducted researching on the activities about Food and Beverage Services. The object to be studied was The Alana Hotel and Convention Center. Then, for the selection of topics The Service Performance Waiters and Waitresses in Andrawina Coffee Shop of The Alana Hotel Yogyakarta that is based on the important function of Food and Beverages in the hotel.

The purpose of this study was to describe the implementation of the activities undertaken by the Food and Beverage Department, especially waiters and waitresses in Andrawina Coffee Shop which serves to attract all the guests in the form of selling foods or drinks. From the results of research conducted by the writer, there are some factors that influence activities in Andrawina Coffee Shop consist of the introduction of the terms in the Coffee Shop (set up, clear up, take out and replace napkin and cutlery), the types of cutlery, chinaware and polishing.

The methods which were used to collect data consisted of field study and library study. Field study is direct observation and interviews. Meanwhile, library study gained any information from internet sources, books, and handouts from The Alana Hotel.

Food and beverage Department is part of a hotel which takes care of and responsible to the need of Food and Beverage Service as well as other related need of the guests who stay or not in a particular hotel and managed commercially and professionally. This department plays a vital role to achieve customer satisfaction and also contributes in the profitable process of the hotel business.

Key words: The Alana Hotel, Food and Beverage Department, Waiters and Waitresses, Andrawina Coffe Shop.