

## PENENTUAN JUMLAH PRAMUSAJI DI RUMAH MAKAN

### WAROENG SPESIAL SAMBAL “SS”

### CABANG SAMIRONO YOGYAKARTA

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#### ABSTRAK

Waroeng Spesial Sambal “SS” adalah perusahaan yang bergerak di bidang kuliner dan dikatakan sebagai restoran. Waroeng Spesial Sambal “SS” mengutamakan menu sambal sebagai produk atau menu unggulan dan sekaligus menjadi nama dari perusahaan sendiri. Menurut (Fera, 2009) pramusaji adalah orang yang bertugas atau bekerja di bidang penyajian makanan dan minuman. Penelitian dilakukan di rumah makan Waroeng “SS” Cabang Samirono untuk menentukan jumlah pramusaji yang dibutuhkan di Waroeng Spesial Sambal “SS” Cabang Samirono.

Metode yang digunakan dalam penelitian menentukan jumlah pramusaji yaitu studi waktu. Dalam metode penelitian ini diperlukan data primer kelompok konsumen, waktu siklus kegiatan pelayanan, kondisi dan lingkungan kerja pramusaji. Data sekunder yaitu Upah Minimum Provinsi DIY, waktu standar pelayanan pramusaji Waroeng “SS” Cabang Samirono, dan jumlah pramusaji dan jam kerja pramusaji.

Berdasarkan hasil penelitian yang telah dilakukan diketahui bahwa, waktu puncak kedatangan konsumen Waroeng Spesial Sambal “SS” Cabang Samirono pada hari Sabtu pukul 18.00-19.00 WIB. Terdapat jumlah pramusaji yang berlebih sebanyak 1 pramusaji pada kegiatan kasir dan kegiatan membersihkan meja makan. Jumlah pramusaji kurang pada kegiatan menghidangkan menu makanan, sebanyak 2 pramusaji dan pada kegiatan pemesanan tambahan, 1 pramusaji. Total biaya pramusaji secara teoritis adalah Rp 13.380.000. Total biaya pramusaji saat ini adalah Rp 12.042.000. Biaya penambahan jumlah pramusaji adalah Rp 1.338.000.

Kata kunci : *Waroeng Spesial Sambal “SS” Cabang Samirono, Puncak Kedatangan Konsumen, Studi Waktu, Pramusaji, Total Biaya.*

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## DETERMINATION OF TOTAL WAITRESS AT RESTAURANT

### WAROENG SPESIAL SAMBAL "SS"

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#### ABSTRACT

Waroeng Special Sambal "SS" is a company engaged in the culinary field and said to be a restaurant. Waroeng Special Sambal "SS" main menu is chili as a product or a superior menu and also become the name of the company itself. According to (Fera, 2009) a waitress is person who served or worked in the field of food and beverage presentation. The study was conducted in a restaurant Waroeng "SS" Branch Samirono to determine the number of waiters needed in Waroeng Special Sambal "SS" Branch Samirono.

The method used in the study determines the number of waiters that study time. In this research method is required primary data consumer groups, the cycle time of service activities, working conditions and environment waitresses. Secondary data, DIY Provincial Minimum Wage, a waitress time service standards Waroeng "SS" Samirono Branch, and the number of waiters and waitresses working hours.

Based on the research that has been made known that, the peak time of arrival consumer Waroeng Special Sambal "SS" Branch Samirono is on Saturday at 18:00 to 19:00 pm. There are a number of waitress excess as much as 1 waiter on the activities of the cashier and cleaning the dining table. Total waitresses less on activities serve food menu, as many as two waitresses and the additional ordering menu activity, one waitress. Total cost waiter theoretically is Rp 13.38 million. The total cost waitress today is Rp 12.042 million. The cost of adding the number of waiters is Rp 1.338 million.

Keywords : *Waroeng Spesial Sambal "SS" Branch Samirono, The Peak Time of Arrival Consumer, Time Study, Waitress, Total Cost.*

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