

## INTISARI

Hotel Holiday Inn Express Surabaya merupakan hotel berbintang empat di Surabaya yang telah berdiri sejak tanggal 7 Nopember 2014. Hotel yang berada dibawah manajemen InterContinental Hotels Group (IHG) ini yang merupakan salah satu perusahaan hotel terbesar di dunia. Laporan Kerja Lapangan ini bertujuan untuk mengetahui implementasi dari *service encounter* pada *waiter* di Hotel Holiday Inn Express Surabaya.

Laporan Kerja Lapangan dapat disusun dengan cara melakukan praktek kerja lapangan di Hotel Holiday Inn Express Surabaya yang terletak di jalan Kedungdoro No. 58 Surabaya. Praktek Kerja Lapangan dilakukan selama 3 bulan pada departemen *Food and Beverage service* sebagai *waiter*. Pengamatan selama melakukan kerja lapangan akan digunakan untuk membahas lebih dalam mengenai implementasi *service encounter* pada *waiter* di Hotel Holiday Inn Express Surabaya.

Berdasarkan pengamatan serta pengalaman selama melakukan kerja praktek lapangan, diketahui bahwa *waiter* di Hotel Holiday Inn Express Surabaya sudah memenuhi seluruh kondisi yang dituang dalam setiap dimensi *service encounter*. Teori *service encounter* yang digunakan terdiri dari 3 dimensi, yaitu : *recovery*, *adaptability*, dan *spontaneity*. Masalah-masalah kecil masih dapat ditemukan, tetapi dapat diselesaikan dengan baik.

Kata Kunci : *Food and Beverage Service*, *Waiter*, *Service ncounter*, Hotel Holiday Inn Express Surabaya.

## ABSTRACT

*Holiday Inn Express Hotel Surabaya is a four star hotel in Surabaya which was established on 7 November 2016. Holiday Inn Express is under the management of InterContinental Hotels Group (IHG) which is one of the biggest chain hotel in the world. This Fieldwork Report aims to find out the implementation of service encounter on waiter in Holiday Inn Express Hotel Surabaya. There are three dimensions of service encounter theory and they are: recovery, adaptability, and spontaneity.*

*Fieldwork Report is based on 3-month field practice on the food and beverage service as waiters in Holiday Inn Express Hotel Surabaya which is located in Jalan Kedungdoro No. 58 Surabaya. The observations that were conducted during the field practice would be used to determine the implementation of service encounter on waiter in Holiday Inn Express Surabaya.*

*Based on both observation and experience throughout the field practice, it can be seen that waiter in Holiday Inn Express Hotel Surabaya have meet all the necessary requirements inside each the service encounter dimensions. There are three dimensions of service encounter theory and they are: recovery, adaptability, and spontaneity. Small issues may still be found, but they can be solved effortlessly.*

*Keywords : Food and Beverage Service, Waiter, Service encounter, Holiday Inn Express Hotel Surabaya.*