

SERVICE QUALITY DAN FOOD QUALITY PADA WARUNG BU AGOES NGAGEL SURABAYA.

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ABSTRAK

Laporan ini bertujuan untuk mengetahui konsep kualitas layanan dan layanan makanan yang ada pada Warung Bu Agoes Surabaya, Kualitas layanan dan makanan yang diterapkan dapat dianalisa Ketika adanya kegiatan operasional antara pihak konsumen dan perusahaan, Laporan kerja lapangan disusun dengan cara melakukan praktik kerja di Warung Bu Agoes Surabaya yang berlokasi Jalan Ngagel Jaya Utara No.52 Surabaya. Praktik kerja lapangan berlangsung selama 2 bulan pada bagian assistant headwaiters, Pengamatan selama melakukan praktik kerja lapangan akan digunakan untuk membahas lebih dalam mengenai kualitas layanan dan kualitas layanan makanan yang ada di Warung Bu Agoes Surabaya. Berdasarkan pengamatan dan pengalaman selama melakukan praktik kerja lapangan diketahui bahwa Jabatan Waiters Warung Bu Agoes Surabaya telah memenuhi kegiatan yang berhubungan dengan kualitas layanan dan kualitas layanan makanan, yang terdapat pada teori Service Quality dan *Food Quality*. Terdapat masalah dari *Service Quality* dan *Food Quality* sehingga perlu dilakukan perbaikan dan rekomendasi

Kata Kunci :Kualitas Makanan, Kualitas Layanan,Restaurant.

This report aims to find out the concept of service quality and food service that exists at Warung Bu Agoes Surabaya, the quality of service and food applied can be analyzed When there are operational activities between the consumer and the company, the field work report is prepared by carrying out work practices at Warung Bu Agoes Surabaya, which is located on Jalan Ngagel Jaya Utara No. 52 Surabaya. The field work practice lasts for 2 months at the assistant headwaiters section. Observations during field work practice will be used to discuss more deeply about the quality of service and the quality of food service at Warung Bu Agoes Surabaya Based on observations and experiences during field work practice, it is known that the Waiters occupation of Warung Bu Agoes Surabaya has fulfilled activities related to service quality and food service quality, which are contained in the theory of Service Quality and Food Quality. There are problems with Service Quality and Food Quality so that improvements and recommendations need to be made

Keyword : Service Quality, Food Quality and Restaurant