

ANALISIS SERVICE QUALITY DI F&B DEPARTMENT FAVEHOTEL RUNGKUT SURABAYA

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ABSTRAK

Laporan ini bertujuan menggambarkan analisis *service quality* di *F&B Department* Favehotel Rungkut Surabaya pada *Food and Beverage department*. Favehotel Rungkut Surabaya berada di Jalan Raya Kalirungkut No. 23 - 25. Favehotel Rungkut Surabaya berdiri dibawah naungan Archipelago International, Favehotel Rungkut terverifikasi sebagai hotel berbintang tiga yang terletak di daerah timur kota Surabaya. Laporan kerja lapangan bertujuan untuk memahami proses *service quality* pada *food and beverage department* pada Favehotel Rungkut sekaligus menjawab permasalahan yang ditemukan pada *food and beverage department*.

Laporan kerja lapangan disusun dengan melakukan praktik kerja lapangan atau magang pada Favehotel selama 4 bulan pada *food and beverage department*. Hasil pengamatan yang dilakukan selama proses magang menemukan bahwa *service quality* pada *food and beverage department* di Favehotel Rungkut Surabaya sudah berjalan dengan sangat baik.

Secara keseluruhan *service quality* pada *food and beverage department* di Favehotel sudah baik. Namun demikian, masih ada permasalahan yang ditemukan, terutama terkait dengan *service quality*.

Kata kunci: *Service Quality, Food and Beverage, Hotel*

**ANALYSIS OF SERVICE QUALITY AT FnB
DEPARTMENT FAVEHOTEL RUNGKUT SURABAYA**

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ABSTRACT

This report aims to describe the analysis of service quality at FnB Department Favehotel Rungkut Surabaya in the Food and Beverage department. Favehotel Rungkut Surabaya is located on Jalan Raya Kalirungkut No. 23 - 25. Favehotel Rungkut Surabaya stands under the auspices of Archipelago International, Favehotel Rungkut is verified as a three-star hotel located in the eastern area of Surabaya. The field work report aims to understand the service quality process in the food and beverage department at Favehotel Rungkut as well as answer the problems found in the food and beverage department.

Field work reports are prepared by doing field work practices or internships at Favehotels for 4 months in the food and beverage department. The results of observations made during the internship process found that service quality in the food and beverage department at Favehotel Rungkut Surabaya have been going very well.

Overall, service quality in the food and beverage department at Favehotel are good. However, there are still problems found, especially related to service quality.

Keywords: Service Quality, Food and Beverage, Hotel.