

ANALISIS *SERVICE QUALITY* DI OAKWOOD HOTEL & RESIDENCE
SURABAYA

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ABSTRAK

Laporan ini bertujuan untuk menganalisis dan mengetahui penerapan *service quality* menggunakan *sequence of service* di Oakwood Hotel & Residence Surabaya. Kendala yang ditemukan dalam melakukan pelayanan dapat dianalisis dan mencari solusi yang tepat untuk ditangani oleh pihak yang terkait. *Spice Restaurant* memiliki SOP yang setara dengan restaurant hotel bintang 5 pada umumnya. Laporan Kerja Lapangan ini disusun langsung selama 6 bulan melakukan magang pada bagian *food and beverage service* di Oakwood Hotel & Residence Surabaya. Selama 6 bulan melakukan praktik kerja akan digunakan untuk membahas tata penanganan tamu dari awal datang hingga keluar dari restaurant di *Spice Restaurant*.

Berdasarkan pengamatan serta pengalaman selama 6 bulan melakukan praktik kerja diketahui bahwa *department food and beverage service* pada *spice restaurant* sudah memiliki hasil yang memuaskan dalam pelayanan. Masalah atau kekurangan yang ditimbulkan dari *service quality* yang buruk dapat mempengaruhi kepuasan pelanggan, maka perlu mencari solusi dan penanganan yang tepat.

kata kunci: *sequence of service, food and beverage service. Service quality*

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ABSTRACT

This report aims to analyze and determine the application of service quality using sequence of service at Spice Restaurant Surabaya. Obstacles found in carrying out services can be analyzed and find the right solution to be handled by the parties concerned. The sequence of service that has been implemented by Spice Restaurant has an SOP that is equivalent to a 5-star hotel restaurant in general. This Field Work Report was compiled directly for 6 months doing an internship in the food and beverage service department at the Oakwood Hotel & Residence Surabaya. The 6 months of practical work will be used to discuss guest handling procedures from the first time they arrive to leave the restaurant at Spice Restaurant.

Based on observations and experience during 6 months of work practice, it is known that the food and beverage service department at Spice Restaurant already has satisfactory results in service. Problems or deficiencies arising from the sequence of service can affect customer satisfaction, it is necessary to find solutions and appropriate handling.

keywords: *sequence of service, food and beverage service, service quality*