

ABSTRACT

In a hotel there are various departments, one of which is the food and beverage department. F & B department is the largest source of income after room in the hotel for Hyatt Regency Yogyakarta has five outlets restaurants and facilities for events such as ballroom has a capacity of 1000 people and several meeting rooms. Service in the restaurant to be aware of the service sequence that has been set by the hotel and take notice of the initial preparatory work on a presentation to the guests rather than supported by other aspects, such as the physical appearance of the restaurant, the menu is displayed, the cleanliness of food and equipment, to complete the presentation in sell processing services in restaurants need waiters to provide good service to guests. Services in Kemangi Bistro does not follow the sequence of service that have been defined by the Kemangi Bistro guest satisfaction obtained is not in accordance with a predefined standard ratings Hyatt Regency Yogyakarta. The method used in this study is the observation for six months to examine the operational activities of the restaurant, interviews with employees and supervisors restaurants to validate the results of observation, and literature. These results indicate that the service at Basil Bistro has a low value on the satisfaction of the guests were shown the guest comment. We recommend Hyatt Regency Yogyakarta especially restaurants do training on sequence of service and supervision from superiors to subordinates when serving guests order to achieve the standard for guest satisfaction.

Keywords: restaurant service, guest satisfaction, sequence service