

ABSTRACT

At the Hilton Hotel Bandung there are several restaurants, one of them is Purnawarman in his kitchen there are two divisions that handle its operations, namely the cold kitchen and main kitchen. Employees in charge of handling the food order was a commis. A commis very important role in handling orders Purnawarman food at the restaurant. The method used in this study is qualitative and data collection techniques are observation for six months to examine the activities of food service operations, interviews with staff who served as commis in the kitchen department to corroborate the results of observation. These results address that lack commis performance to maintain the quality of food, often too late completion of the work, the quantity of workload does not correspond to the number of employees. That should have been a commis should always be able to defend the quality by providing regular training and completing the work on time by adjusting the number of employees that the workload for employees does not become unwieldy.

Key word : performance, commis, kitchen