

Abstract

The performance of the waiter is the performance displayed by the waiter when providing services to the guests. Restaurant guests can assess the performance of the waiter through the guest's own perception. The waiter at the Crowne Plaza Bandung hotel is judged to be lacking in showing his performance while serving guests. There are still guests who give negative perceptions to the performance of waitress hotel Crowne Plaza Bandung. For example, at the time of operation, pramusjai assessed less nimble in providing services, while that gives the perception that waiters at the hotel Crowne Plaza Bandung less friendly to guests. This study aims to determine the performance of waitresses at the hotel Crowne Plaza Bandung and to mengerahui how the perception of guests to the performance of waitresses at the hotel Crowne Plaza Bandung. The method used in this research is qualitative peneltilian method with data collection technique through observation, interview and documentation. Result of this research is waitress at Crowne Plaza Bandung hotel still not fulfill guest expectation to performance which is displayed by waitress of Crowne Plaza hotel Bandung. We recommend a waitress performance at the Crowne Plaza Bandung hotel in the evaluation periodically and individually so that the performance of waiters can be maximized

Keywords: Performance of Servant, Guest Perception, *Crowne Plaza* Hotel Bandung