

ABSTRACT

In a hotel there are various departments, one of which is the food and beverage department. The restaurant is the second largest source of income after rooms at Holiday Inn Bandung Pasteur. Services in restaurants must be considered from the operational that has been set so that guests can feel good service. Inside the restaurant has a Waiter who handles guests and a food runner who helps the waiter to take guest orders. At Ambassador Coffee Shop, coordination between the Waiter and the food runner is still lacking, so there are still frequent errors during operations, especially during peak season. The method used in this research is qualitative research, data collection techniques taken are six months observation, documentation and interviews with restaurant managers and restaurant employees to validate the results of observations, and literature studies. The results of this study indicate that the coordination of the Waiter and food runner on duty at the Ambassador Coffee Shop is still not optimal, this is indicated by the existence of a standard operational procedure that is not performed properly so that errors often occur in the delivery of food or drinks. We recommend Holiday Inn Bandung Pasteur especially restaurants to conduct training on good coordination and standard operational procedures as well as the supervision of leader incharge to the waiter when serving guests so that guests who come are satisfied.

Keywords: Food and Beverage Service, Waiter, Food runner, Coordination