

ABSTRACT

Food and Beverage Department is part of the hotel that is responsible for the needs of food and beverage services and other needs to meet the needs of guests. The role of waiter / waitress is the duty of someone who must carry out tasks in accordance with their responsibilities that are charged to achieve work targets. a waiter / waitress must know their role and have a strategy in an effort to improve the quality of service, so that guests will feel happy to come back. Employees can work well if they have high performance so that it will produce good work. If employees carry out training before work, it will help employees have the motivation to work quickly, efficiently, and will help someone in completing their tasks without waiting for orders. The purpose of this study was to determine the role of waiter / waitress in the Kemangi Bistro Restaurant Hyatt Regency Hotel Yogyakarta with the type of research interviews with employees in the Kemangi Bistro Restaurant Hyatt Regency Hotel Yogyakarta, then will be explained systematically the discussion materials originating from various sources for later analyzed in order to obtain results as a conclusion.

Keywords: *Department of Food and Beverage, the role of waiter / waitress, job training*