

## ABSTRACT

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*Hotel is one of the most important components in the tourism industry which provides a variety of facilities that can attract guests to visit and stay at the hotel. One of the outlets that generates a source of income from the beverage sales sector is a bar. The bar has an important role in the hotel because this section is one of the supports in hospitality activities, especially in generating sources of income and beverage services. Bar Waiter is the spearhead that determines the achievement of goals and smooth operation of a Bar. At Bintan Lagoon Resort, several problems occur during bar operations, including: the fluctuating taste of drinks, as well as delays in delivering drinks to the guest table. Because of these things, the research was carried out to find out how the role of bar waiters in supporting bar operations at Bintan Lagoon Resort, and what are the obstacles that bartenders face when bar waiters are not available when they are optional. The research method used is descriptive qualitative. Data collection was carried out by observing the role of bar waiters during operations at Bintan Lagoon Resort for six months, interviewing staff, restaurant captains and assistant bar managers and conducting literature studies. The results showed that the role of the waiter bar was not carried out well due to the lack of waiter personnel at Bintan Lagoon Resort, of the 5 bars in Bintan Lagoon Resort, only 5 bartenders and 2 waiter bars. The bartender faces several work obstacles when the bar waiter is not in the optional bar, including: the bartender cannot reach guests outside the bar counter area, which results in frequent complaints about the delay in serving drinks until the guest cancels his order. Suggestions Adding daily workers during high season is highly recommended for operational bar barriers.*

*Keywords: Bartender, Bar Waiter, Bar Oprational, Bintan Lagoon Resort*