

## ABSTRACT

---

*Waiter performance is generally a benchmark used by hotels to evaluate their employees. The poor performance of waiters is caused by the performance of waiters who do not meet the standards set by the company. This phenomenon or complaint occurs due to the lack of friendliness of the waiter to the customers, the lack of response from the waiter to provide information that there are guests using member cards, the lack of double checks on the restaurant area and unsanitary cutleries. Thus, the performance of waiters is needed to improve service quality and also increase the interest of guests who want to eat and drink at restaurants and enjoy the facilities available at restaurants. The purpose of this study was to determine the performance of waiters and to improve the performance of waiters at the Mercure Bandung Nexa Supratman Hotel Restaurant. The research methodology uses descriptive qualitative through interview, observation and documentation techniques. The results of this study state that the performance indicators of waiters are good in terms of productivity, service quality, responsiveness, responsibility and accountability at the Hotel Mercure Bandung Nexa Supratman Restaurant.*

*Keywords: Performance, waiter, restaurant, productivity, service quality, responsiveness, responsibility, accountability.*