

ABSTRACT

This The food & beverage service Department is one of the key departments in the hospitality industry that is responsible for the presentation of food and beverage services provided by this department cover various aspects, ranging from food serving at the hotel restaurant, room service (room service), to the implementation of events and banquets. The quality of service provided by this department greatly affects the satisfaction of guests and the overall reputation of the hotel. This research is based on the importance of understanding how the implementation and work practices as a waitress and bartender in the food and beverage department. Discussing the performance of a waiter and bartender at the Resinda Hotel. Of course, the attitude and skills as a waitress and bartender really need to be considered in serving guests by implementing an efficient work system and having a friendly attitude. As a waitress, you must have insight into the scope of the restaurant and operations, have a sense of responsibility, skills in dealing with customer complaints, and communicate with good guests, and bartenders must also have insight into making mocktail and cocktail products because the key to being a bartender is skill and how to manage drinks for all restaurants.

Keywords: Hotel, food and Beverage service, service, Katja Lounge