

LEMBAR PENGESAHAN

“PERAN SUPERVISOR FOOD AND BEVERAGE SERVICE TERHADAP KINERJA WAITERS RESTORAN LOTUS DI HOTEL MAQNA GORONTALO”

TUGAS AKHIR

Disusun Oleh :

APRILIA HASAN
NIM : 331318010

Pengaji

Tanda Tangan

1. Poppy Arnold Kadir, SE.,MM.Par
NIP. 19760802 200812 2 001

1. (.....)

2. Meilinda L. Modjo, SST.Par.,MM.Par
NIP. 19760530 200112 2 001

2. (.....)

3. Krishna Anugrah, MM.,M.Par
NIP. 19761118 200604 1 001

3. (.....)

Gorontalo, Desember 2021

Mengetahui,
Ketua Jurusan Pariwisata

Krishna Anugrah, MM.,M.Par
NIP. 19761118 200604 1 001

LEMBAR PERSETUJUAN

"PERAN SUPERVISOR FOOD AND BEVERAGE SERVICE TERHADAP KINERJA WAITERS RESTORAN LOTUS DI HOTEL MAQNA GORONTALO"

TUGAS AKHIR

Diajukan untuk memenuhi salah satu syarat untuk memperoleh gelar
Diploma pada Program Vokasi Jurusan Pariwisata
Universitas Negeri Gorontalo

Disusun Oleh :

APRILIA HASAN

NIM : 331 318 010

Disetujui oleh :

Pembimbing I

Meilinda

Pembimbing II

Krishna

Meilinda L. Modjo, SST.Par, MM.Par

NIP. 19760530 200112 2 001

Krishna Anugrah, SST. Par, M.Par

NIP. 19761118 200604 1 001

Gorontalo, Desember 2021

Mengetahui,
Ketua Jurusan Pariwisata

Krishna Anugrah, SST.Par, M.Par

NIP. 19761118 200604 1 001

ABSTRAK

Aprilia Hasan, 2021. "Peran *Supervisor Food and Beverage Service* terhadap Kinerja *Waiters* Restoran Lotus di Hotel Maqna Gorontalo". Tugas Akhir. Jurusan Pariwisata, Progam Vokasi, Universitas Negeri Gorontalo, 2021. Pembimbing I Meilinda L. Modjo, SST.Par., MM.Par dan Pembimbing II Krishna Anugrah, MM., M.Par.

Penelitian ini bertujuan untuk mengetahui peran *supervisor food and beverage service* terhadap kinerja *waiters* Restoran Lotus di Hotel Maqna Gorontalo. Metode yang digunakan dalam penelitian ini melakukan pendekatan kualitatif melalui hasil observasi lapangan dan wawancara dari beberapa informan yang telah diolah. Berdasarkan hasil penelitian, membahas tentang peran *supervisor food and beverage service* yang belum maksimal dalam menjalankan tugas dan tanggungjawabnya terhadap kinerja *waiters* Restoran Lotus di Hotel Maqna Gorontalo yang mengakibatkan *waiters* belum dapat bekerja dengan baik sehingga sering mendapat keluhan dari tamu yang kurang puas terhadap pelayanan yang diberikan dan menyebabkan kualitas pelayanan restoran menurun.

Kata kunci : *supervisor Food and beverage Service*, kepemimpinan, kinerja *waiters*.

ABSTRACT

Aprilia Hasan, 2021. "The Role of Food and Beverage Services Supervisor in Performance of Waiters at Lotus Restaurant at Maqna Hotel Gorontalo". Final Project. Department of Tourism, Vocational Program, State University of Gorontalo. 2021. The principal supervisor is Meilinda L. Modjo, SST.Par., MM.Par. and the co-supervisor is Krishna Anugrah, MM., M.Par.

The current study aims at finding out the role of food and beverage services supervisors in the performance of waiters at Lotus Restaurant at Maqna Hotel Gorontalo. The study employs a qualitative approach through result of field observation and interview from several informants that have been processed. The study's finding reveals that the role of food and beverage services supervisor is not maximum yet, particularly in relation to the job and responsibility assigned towards the performance of waiters at Lotus Restaurant at Maqna Hotel Gorontalo. Therefore, the waiters have yet to perform well so that complaints from clients dissatisfaction concerning the services provided emerge and it eventually leads to a decrease in restaurant's service quality.

Keywords: Food and Beverage Services Supervisor, Leadership, Performance of Waiters

