

CHAPTER FIVE

CONCLUSION AND SUGGESTION

5.1 Conclusion

The big influence of employee working performance toward the service quality in hotel makes every hotel give an extra supervision to the employee working performance. The supervision can start from fidelity, responsibility, initiative, discipline and ability of employee. From those elements, if the employees in Food and Beverage Service Department especially for room service could fulfill all of that, it made the service quality for room service increased and it gave an influence to hotel guests satisfaction. Based on the final result, the employee in Food and Beverage Service was good since more than a half or fifty percent (50%) employee fulfilled the elements or criteria's of performance appraisal process and the service quality for room service at Aryaduta hotel Palembang was good because more than a half or fifty percent (50%) guests said that the service given for room service is based on the standard of service quality..

5.2 Suggestion

From the conclusion above, the writer wants to give some inputs to waiter/waitress in Food and Beverage Service Section in Hotel Aryaduta Palembang. They are:

1. The Aryaduta Hotel and Convention center Palembang should give training to the staffs in Food and Beverage Service Department. It will make staff in this Department focus to do their job based on Standard Operational Procedure of Service in Aryaduta Hotel Palembang.

2. The Aryaduta Hotel and Convention Center should give punishment to the waiter/waitress if they did not apply their job based on Standard Operational Procedure in Food and Beverage Service Department.
3. The Aryaduta Hotel and Convention Center Palembang should always give the best service quality to the guest and keep the guests satisfaction for Aryaduta Hotel.