

FINAL REPORT

**THE SERVICE GIVEN IN THE KITCHEN RESTAURANT AT
ARYADUTA HOTEL PALEMBANG**



This report is written to fulfill the requirement of the final report

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APPROVAL SHEET

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PREFACE

First of all, the writer would like to perform the gratitude to Allah SWT for giving the most gracious mercy to the writer in finishing this final report on time. This report is to fulfill the final report subject at English Department of state Polytechnic Sriwijaya with the title “The Services Given in The Kitchen Restaurant at Aryaduta Hotel Palembang”.

The writer realize that this final report is still far from being perfect because of the limitation of source, time and knowledge. Therefore, comments and suggestion from whole source are needed. The writer really expects that tis report can be useful, give information, and enlarge the knowledge about the service sequencesees in the restaurant.

Palembang, July 2014

The Writer

Motto and Dedication

***“Success is always accompanied
with failure”***

Dedicated to:

- *My beloved father and mother*
- *My beloved sisters and brother*
- *My friends and English Department*

ACKNOWLEDGEMENT

Finally, this report is completed. Therefore, the writer wants to say thank you to Allah SWT for all of his blessing. In this opportunity, the writer would like to express deep gratitude to the entire participant for their encouraging advice, valuable, kind guidance during writing this final report. The writer would like to thank to:

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4. All staffs in English Department.
5. My parents and sisters.
6. My friends in English Department
7. My family in Ikatan Bujang Gadis Polsri (IBGP)
8. All staffs in The Kitchen Restaurant at Aryaduta Hotel Palembang

Last , the writer would like to thank to all parties who have helped and gave contribution directly and indirectly for the writer during writing this final report who cannot be written one by one. The writer hopes this final report may give some benefits. However, this final report is far from being perfect, therefore any criticisms and suggestions are always welcome.

The Writer

ABSTRACT

The Services Given in The Kitchen Restaurant at Aryaduta Hotel Palembang

(Panji Sumantri, 2014, 27 pages)

This report compares the service sequences in the Kitchen Restaurant at Aryaduta Hotel Palembang with the international standard theory. The data of service sequences were compared with the theory based on Mahendra (2013). The main purpose of this final report was to know the comparison between the service sequences in the Kitchen Restaurant and international standard theory. The problem of this final report were "What are the differences between the service sequences in the Kitchen Restaurant and international standard theory and What are the similarities between the service sequences in the Kitchen Restaurant and international standard theory. The problem focused on the Ala Carte service Sequences in the Kitchen Restaurant and international standard theory. The research methodology of this final report was observation and interview. The observation took during the on job training in three (3) months. The interview was conducted with nine (9) employees of The kitchen Restaurant at Aryaduta Hotel Palembang. They were one (1) supervisor, one (1) Captain Waiter, three (3) waiters, four (4) waitress. The result shows the differences and the similarities of the service sequence in the Kitchen Restaurant with the international standard theory. There were twenty six (26) sequences in the Kitchen Restaurant and twenty three (23) in the international standard theory. There were some sequences different from service sequence in the Kitchen Restaurant and International standard theory. Finally, the writer suggests that this section add another sequences in service sequences at the restaurant at Aryaduta Hotel Palembang, the waiter and waitress should do all the service sequences base on procedure, and the last add more employee to make operational restaurant run more smoothly.

Keyword: Services, Aryaduta

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