

CHAPTER V

CONCLUSION AND SUGGESTION

5.1 Conclusion

In general, service sequences applied in The Kitchen Restaurant at Aryaduta Hotel Palembang are based on the procedure of service sequences. This restaurant has applied international standard of service sequence. Most of the sequences are same. Even though there are some differences between the service sequences in The Kitchen Restaurant at Aryaduta Hotel Palembang and the theory. It does not influence the quality of service in The Kitchen Restaurant at Aryaduta Hotel Palembang. The service sequences in The Kitchen Restaurant still follow the international standard such as welcoming the guest.

5.2 Suggestion

Based on the conclusion above, the writer suggests that :

- The service sequences in The Kitchen Restaurant may add another sequences, that is introduction of the waiter or waitress which serves the guest so that the guest knows who serves them and makes friendliness atmosphere.
- The waiter and waitress should do all the service sequences based on the procedure and do not miss one of sequences so that the quality of service does not change.
- The Kitchen Restaurant has to add new employee for the position of waiter or waitress so that all service sequences can be applied and restaurant operational will run smoother.