

**FINAL REPORT**

**SIMILARITIES AND DIFFERENCES OF EXCELLENT SERVICE AT  
WAROENG STEAK RESTAURANT AND BUTCHER STEAK  
RESTAURANT IN PALEMBANG**



**This report is written to fulfill the requirement of Diploma Graduation in  
English Department of State Polytechnic of Sriwijaya**

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PALEMBANG  
2015**

**APPROVAL SHEET**

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## PREFACE

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Palembang, June 2015

The writer

## **ABSTRACT**

### **Similarities and Differences of Excellent Service at Waroeng Steak and Butcher Steak Restaurant in Palembang**

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**(Rizki Juliansyah 2015, 25 Pages, 9 Tables)**

This report discusses about the similarities and differences of excellent service at Waroeng Steak Restaurant and Butcher Steak Restaurant. The researcher observed waiters and waitresses at Waroeng Steak restaurant and Butcher Steak Restaurant. The main purpose of this report is to find out the activities of waiters or waitresses at both restaurants.. The research methodology of this report are observation and questionnaire. The result shows the activities of giving excellent service at both restaurants. It can be concluded that Waroeng Steak restaurant and Butcher Steak Restaurant did three characteristics of excellent service; attitude, attention, and action.

**Keywords: Excellent Service, Waroeng Steak Restaurant, Butcher Steak Restaurant, Waiters**

## TABLE OF CONTENTS

<b>TITLE SHEET</b> .....	
<b>APPROVAL SHEET</b> .....	<b>ii</b>
<b>ACKNOWLEDGEMENT</b> .....	<b>iii</b>
<b>PREFACE</b> .....	<b>iv</b>
<b>ABSTRACT</b> .....	<b>v</b>
<b>TABLE OF CONTENTS</b> .....	<b>vi</b>
<b>LIST OF TABLES</b> .....	<b>ix</b>
<b>LIST OF APPENDIX</b> .....	<b>x</b>

### CHAPTER I INTRODUCTION

1.1 Background .....	1
1.2 Research focus .....	2
1.3 Problem Formulation .....	2
1.4 Research Purposes .....	3
1.5 Research Benefit .....	3

### CHAPTER II LITERATURE REVIEW

2.1 Service .....	4
2.1.1 Definition of Service .....	4
2.1.2 Characteristic of Service .....	4
2.2 Excellent Service .....	5
2.2.1 Definition of Excellent Service .....	5
2.2.2 Purpose of Excellent Service .....	6
2.2.3 Characteristic of Excellent Service .....	6
2.3 Waiters/Waitresses .....	9
2.3.1 Definition of Waiter/Waitresses .....	9
2.3.2 Responsibilities of Waiters/Waitresses .....	9
2.3.3 Standard Operational Procedure of Waiters and Waitresses in Serving the Customers .....	10

## **CHAPTER III RESEARCH METHODOLOGY**

3.1 Method of Research.....	11
3.2 Techniques of Collecting Data.....	11
3.2.1 Observation .....	11
3.2.2 Questionnaire .....	12
3.2.3 Techniques for Analyzing Data .....	12

## **CHAPTER IV FINDINGS AND DISCUSSIONS**

4.1 Findings .....	14
4.1.1 Excellent Service at Waroeng Steak Restaurant .....	14
4.1.1.1 Waiters' Attitude .....	14
4.1.1.2 Waiters' Attention.....	15
4.1.1.3 Waiters' Action .....	17
4.1.2 Excellent Service at Butcher Steak Restaurant .....	18
4.1.2.1 Waiters' Attitude .....	18
4.1.2.2 Waiters' Attention.....	18
4.1.2.3 Waiters' Action .....	20
4.1.3 The Similarities and Differences of excellent ServicatWaroeng Steak Restaurant and Butcher Steak Restaurant .....	20
4.1.3.1 Waiters' Attitude .....	20
4.1.3.2 Waiters' Attention.....	21
4.1.3.3 Waiters' Action .....	22
4.2 Discussion.....	23

## **CHAPTER V CONCLUSION AND SUGGESTION**

5.1 Conclusion .....	26
5.2 Suggestion .....	27

## **REFERENCES**

## **APPENDICES**



## LIST OF TABLES

	<b>Page</b>
Table 4.1: Supervisor's perception on attitude of waiters at Waroeng Steak Restaurant .....	15
Table 4.2: Attention of waiters at Waroeng Steak Restaurant .....	16
Table 4.3 Action of waiters at Waroeng Steak Restaurant .....	17
Table 4.4: Supervisor's perception on attitude of waiters at ButcherSteak Restaurant .....	18
Table 4.5: Attention of a waiter and waitresses at Butcher Steak Restaurant .....	19
Table 4.6: Action of waiters at Butcher Steak Restaurant .....	20
Table 4.7: Comparison Waiters' and Waitresses' Attention .....	21
Table 4.8: Comparison Waiters' and Waitresses' Attention .....	21
Table 4.9: Comparison Waiters' and Waitresses' Action .....	22

## **LIST OF APPENDICES**

- Consultation Agreement of Final Report
- Consultation Form of Final Report
- Recommendation of Final Report Examination
- Questionnaires for waiters filled by supervisors at Waroeng Steak Restaurant and Butcher Steak Restaurant
- Questionnaires of 20 customers at Waroeng Steak Restaurant and Butcher Steak Restaurant
- Observation Sheet